



## Complaints Procedure for City of Birmingham Rockets Basketball Club Limited

### 1. Introduction

City of Birmingham Rockets Basketball Club Limited (hereinafter referred to as "the Club") is committed to providing a high standard of service to all members, supporters, partners, and the community. We value feedback and take complaints seriously as they provide us with an opportunity to improve our services and operations.

### 2. Purpose

This procedure outlines the process for making and handling complaints. It aims to ensure that complaints are dealt with promptly, fairly, and consistently.

### 3. Scope

This complaints procedure applies to all individuals and organisations that interact with the Club, including members, supporters, partners, volunteers, and the general public.

### 4. Definitions

- **Complaint:** An expression of dissatisfaction, whether oral or written, about the standards of service, actions, or lack of action by the Club or its representatives.
- **Complainant:** The individual or organisation making the complaint.

### 5. Procedure

#### 5.1. Making a Complaint

Complaints can be made in several ways:

- **In Person:** Speak directly to a Club representative at any Club event or at the Club office.
- **By Phone:** Call the Club office at 0121 460 5879
- **By Email:** Send an email to [enquiries@cobrockets.co.uk](mailto:enquiries@cobrockets.co.uk)
- **In Writing:** Address your written complaint to: *Complaints Officer, City of Birmingham Rockets Basketball Club Limited, 581 Pershore Road, Selly Park, Birmingham B29 7EL*

## **5.2. Information Required**

When making a complaint, please provide the following information:

- Your name and contact details.
- A clear description of your complaint.
- Any relevant dates, times, and locations.
- Any supporting evidence or documents.
- The outcome you are seeking.

## **5.3. Acknowledgment**

- Complaints received by email or in writing will be acknowledged within five working days.
- If a complaint is made in person or by phone, the complainant will receive verbal acknowledgment at the time.

## **5.4. Investigation**

- The Complaints Officer or an appointed representative will investigate the complaint.
- The investigation may involve gathering information from relevant parties, reviewing documents, and assessing the circumstances surrounding the complaint.
- The complainant may be contacted for further information or clarification.

## **5.5. Response**

- A formal response will be provided within 15 working days of the complaint being acknowledged.
- If the investigation is complex and requires more time, the complainant will be informed of the delay and given a revised timescale.
- The response will include the findings of the investigation and any actions taken or proposed to resolve the issue.

## **5.6. Appeal**

- If the complainant is not satisfied with the outcome, they can appeal the decision.
- Appeals must be submitted in writing within 10 working days of receiving the formal response.
- The appeal will be reviewed by a senior member of the Club not involved in the original investigation.
- A final decision on the appeal will be provided within 15 working days.

## **6. Confidentiality**

All complaints will be handled with confidentiality. Information will only be shared with those directly involved in the investigation and resolution of the complaint.

## **7. Record Keeping**

- A record of all complaints, investigations, and outcomes will be maintained by the Complaints Officer.
- These records will be reviewed periodically to identify any patterns or areas for improvement.

## **8. Monitoring and Review**

- This complaints procedure will be reviewed annually to ensure its effectiveness and compliance with best practices.
- Feedback on the procedure is welcomed and will be used to make necessary improvements.

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Signed:



**Kirk Dawes**

**Chairperson**

**City of Birmingham Rockets Basketball Club Limited**

**Date: 1/6/2024**

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This procedure should be communicated to all members, supporters, partners, and stakeholders, and be made publicly available on the Club's website.