



Stratford Hockey is committed to working in an open and accountable way that builds trust and respect. We work hard to get things right the first time but we're human and so occasionally things go wrong. If you have a complaint please let us know so that we can put things right.

We recognise that many concerns will be raised informally, and dealt with quickly. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

We have a two stage complaints procedure which includes an internal escalation process to our ladies and men's senior captains. If the complaint relates to either ladies and men's' captain, you can contact our Welfare Officer directly.

We normally expect to resolve your concern at Stage 1 but if you are not happy with your first response please contact our Welfare Officer using [stratfordhockeywelfare@outlook.com](mailto:stratfordhockeywelfare@outlook.com).

All U18s complaints should be directed in the first instance to our SHC Welfare Officer.

## **Stage 1**

In the first instance, if you are unable to resolve the issue informally, please write (letter or email) to the captain / coach / committee member / other volunteer who dealt with you, so that he or she has a chance to put things right. In your letter/email you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking. We will acknowledge your complaint within 5 working days and endeavour to send a full response within 15 working days. Issues raised only in person, by phone, at an event or an event will not be treated as formal complaints unless the person to whom the matter is addressed specifically agrees with you that they are accepting it as a formal complaint rather than requiring it to be followed up by you in writing.

Any such letter / email including a complaint should include a clear title and deal only with the complaint, rather than be included in a communication on other matters. This to ensure it can be promptly identified and acted upon and if it is not sufficiently addressed in this way, the Club will reserve the right to not treat it as a formal complaint.

## **Stage 2**

If you are not satisfied with the initial response to the complaint then you can write to Stratford Hockey's Welfare Officer and ask for your complaint and the response to be reviewed. You can expect our Welfare Officer to acknowledge your request within 5 working days of receipt and we will endeavour to provide a response within 15 working days.

## Complaints Policy and Procedure

It is our aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Stratford Hockey is committed to equal opportunities and our aim is to make our complaints policy easy to use and accessible to all of our members, and stakeholders. We will consider any reasonable adjustments to enable you to access this policy or receive responses to complaints in other formats, and provide such assistance as you may reasonably require.

All complaints and requests for review under our complaints procedure should be sent as follows:

By email: [Stratfordhockeywelfare@outlook.com](mailto:Stratfordhockeywelfare@outlook.com)

If you are unable to contact us in writing as above, and require a reasonable adjustment because you are a disabled person, you may contact us as follows:

**Telephone:** 07492091367

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure that both Stratford Hockey and the complainant maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

**Monitoring and Reporting:** Stratford Hockey will record and monitor complaints and their resolution to maintain our commitment to continuous improvement.