



Welsh Target Shooting Federation

Complaint Resolution Process

Making a complaint

Introduction

If you want to make a complaint, we have a procedure for you to use. This document explains the procedure.

What can I complain about?

You can complain if you think that:

- ‘maladministration’ has taken place
- we have failed to give you access to information or have given you incorrect advice or information;
- we have not treated you politely; or
- we have discriminated against you or not treated you fairly.

You may not be sure what information you should include or how best to set out your complaint. You should set out the facts as clearly as possible, in a logical order. Remember to include important details and dates where possible. We can give you information about how we will process your complaint. Our contact details are given in the ‘Getting in touch’ section at the end of this document.

We will keep all complaints confidential. If you make a complaint, we will treat you with respect, and we expect you to treat our staff in the same way.

What you cannot complain about

You cannot complain about our published policies or any government policy. If you have any comments about our policies, send these to our General Manager. Do not use this complaints procedure to make a complaint about any fraud you think has taken place. You should report this to our General Manager or the police.

How do I make a complaint?

Stage one

If you are not happy with the service you have received, contact the office you first dealt with. They will try to put things right. We hope that we can settle complaints as quickly as possible in this way.

Stage two

If you are not satisfied with the response you receive, you can take this further by writing to the Chairman by letter or e-mail.

Please tell us:

- what happened;
- when it happened;
- who dealt with you; and
- what you would like us to do to put things right.

You must do this within four weeks of receiving our response to stage one. If you cannot make your complaint in writing, please contact our General Manager on 02920 334932 for advice.

When will I hear from you?

Within three working days of receiving your complaint we will write to or phone you to say that we have received it. We will also tell you how you can contact the person who is dealing with your complaint and when you can expect a reply. You will receive a reply to your complaint within 10 working days. If we cannot give a full reply in this time, we will tell you why and when you are likely to receive it. If we consider it worthwhile, we may ask you to come to a meeting with us to discuss your complaint in more detail. This meeting would normally be held within 10 working days of us receiving your complaint. We would send you a written record of the meeting and a formal reply to your complaint from our Chairman. If your complaint is about the way we have used our powers to make, refuse or manage funding, you can move on to Stage 3. If your complaint is about the way we conduct any other aspect of our business we will let you know of possible alternatives that may be open to you. We will tell you in our response to Stage 2 whether Stage 3 is open to you.

Stage three

If you are not satisfied with the reply at Stage 2, you can refer your complaint to the independent complaints reviewer (ICR), if it is open to you. The ICR is unbiased and hears both sides of the complaint. The ICR is not part of our organisation and their investigations and recommendations are independent.

You can ask the ICR to look at your complaint, or our Chairman can ask them to do this. There is no charge for using the ICR. The Office of the Independent Complaints Review will contact you within 5 working days of receipt of your complaint. The ICR has the power to decide whether or not to investigate a complaint, and he or she will explain their reasons if they decide not to investigate it. If the ICR investigates your complaint and finds that it is justified, he or she will recommend ways for us to put things right, and how to prevent a similar situation in future.

The ICR will report within three months, and usually more quickly. We will normally make any changes the ICR recommends to our current procedures as quickly as possible. The ICR cannot consider complaints that have not gone through the procedure set out in this document. If you want the ICR to consider your complaint, you must write to them, within four weeks of receiving our reply. To contact the ICR see 'Getting in touch' at the end of this document.

Your personal information

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint. We may also give your personal information to other people and organisations if we have to do so by law or if you have given us permission.

Equal opportunities

We are committed to equal opportunities and take complaints about discrimination seriously. We may use complaints about discrimination to review our policies and procedures. This is to make sure we treat everyone fairly. Complaint Resolution Process 3 Reviewed January 2019 Next Review January 2021 We will record information about the ethnic background, sex, disability if applicable, of everyone who makes a complaint, if you are willing to provide it, so that we promote and maintain our equal opportunities commitment. We will keep this under review to take account of changes in legislation. We will keep all information confidential.

Comments and Suggestions

We welcome comments and suggestions as these can help us improve our services. Please send any comments or suggestions to our General Manager. The contact details are given in 'Getting in touch'.

Getting in touch

Chairman: Martin Watkins

General Manager: Mike Gross

All at:

Welsh Target Shooting Federation

Sport Wales National Centre

Sophia Gardens

Cardiff

CF11 9SW

Phone: 02920 334932

Email: martin.watkins@wtsf.org.uk

Email: mike.gross@wtsf.org.uk

Other contacts

Office of the Independent Complaint Review Service

Lottery Forum c/o 7, Holbein Place

London

SW1W 8NR



E-mail: Katie.roberts@lotteryforum.org.uk