

GD.0007v1: Welsh Shooting – Complaints Process Summary Guide

Our Commitment

Welsh Shooting is committed to handling complaints fairly, transparently, and promptly. We value feedback and use it to improve our services and how we work.

What is a Complaint?

A complaint is any expression of dissatisfaction about Welsh Shooting, including:

- Events, coaching, or services
- Administration or governance
- The conduct of individuals representing Welsh Shooting

Who Can Complain?

Anyone with a legitimate interest in Welsh Shooting can raise a complaint, including:

- Members and participants
- Volunteers and staff
- Clubs, associations, and external stakeholders

How to Make a Complaint

Step 1 – Informal Resolution (Optional)

Where appropriate, raise the issue directly with a Welsh Shooting representative. Many concerns can be resolved quickly this way.

Step 2 – Formal Complaint

You can submit a formal complaint online: [Welsh Shooting Complaints Form](#).

Please include:

- What happened (with dates if possible)
- Any actions already taken
- What outcome you are seeking

If you need support (e.g. accessibility or language), Welsh Shooting will assist you.

What Happens Next?

Acknowledgement

- You will receive confirmation within 5 working days

Initial Review

- Within 10 working days, we will:
 - Confirm if your complaint is within scope
 - Appoint an investigator
 - Identify any conflicts of interest

Investigation

- A fair and proportionate investigation will be carried out

- You may be contacted for further information

Timescales

- Most complaints: resolved within 20 working days
- Complex cases: up to 40 working days
- You will receive updates if there are delays

Possible Outcomes

Your complaint may be:

- **Not upheld**
- **Partially upheld**
- **Upheld**

Actions may include:

- An apology
- Changes to processes or policies
- Training or further action where appropriate

Safeguarding or Serious Concerns

If your complaint involves safeguarding or potential illegal activity, it will be escalated immediately and handled under appropriate procedures.

Appeals

If you are unhappy with the outcome, you can request an appeal:

- Submit within 15 working days
- Must include reasons (e.g. new evidence or concerns about the process)
- Reviewed independently

You will receive a final response within 20 working days (where possible).

Confidentiality

Your complaint will be handled sensitively. Information will only be shared where necessary, or if required by law or safeguarding responsibilities.

Need Help?

If you need assistance making a complaint or require adjustments, Welsh Shooting will support you.

Full policy available on request or via the Welsh Shooting website