



Affiliated To Bowls England

BOWLS OXFORDSHIRE

Maladministration Policy Statement
Draft Policy Paper No: DP 13

Maladministration Policy

- 1. Governance** – This document sets out the process for dealing with complaints of maladministration by Bowls Oxfordshire [BO]. It does not apply to complaints against club or county individuals; that process is set out in DP 9 and 9a.
- 2. Recipient** – Complaints of maladministration are to be addressed to the BO County Secretary [CS].
- 3. Complaint Data** - All such complaints should show -
 - the name and contact details of the complainant.
 - the nature of the complaint.
 - the type of processes or services complained about.
 - a summary of the key points of the complaint.
- 4. Acknowledgement** – The BO CS will acknowledge receipt of the complaint within 2 days
- 5. Investigation** – The BO CS will set up a panel of 3 persons to investigate the complaint. At least 1 panellist shall be from outside the BO Executive Committee. In relation to the three people required to investigate, as this document is about maladministration, a complaint may be made against an officer(s) of Bowls Oxfordshire, in that particular instance the three persons asked to investigate will have had no previous involvement with the content of the complaint at any time, and no vested interest in the outcome of the complaint.

If considered necessary by the panel, it will be given access to all BO records and may interview any BO officer and any other person they consider relevant.
- 6. Decision** – The outcome of the investigation will be reported by the BO CS to the complainant within 14 days of the acknowledgement date. If the investigation has to take longer the complainant will be notified of the extension within the same 14 days. The report will provide a summary of the work done to investigate the complaint, and the reasons for the decision.
- 7. Appeal** – The complainant has a right to appeal within 30 days against the decision. The appeal should be addressed to the BE officer responsible for governance.