

Complaints Procedure

First Draft March 2021

This procedure covers all complaints and grievances for any BCA member against any BCA member. For the purpose of this document, member refers to any individual, club, access control body or constituent body.

Any complaint or grievance of a criminal nature should be directed straight to the relevant authorities.

The BCA commit to taking all complaints and grievances seriously and as such set out the following policy to ensure that the best outcome for all parties can occur. All complaints and grievances should follow this process

Throughout the process the BCA commits to retaining as much anonymity as possible, however in some instances this will not be possible.

If the complaint would require any particular issues to not be spoken about at either council meetings or AGMs, then the complaint must be submitted at least 2 weeks in advance of these meetings with wording to confirm this wish in the initial complaint, to allow the complaints panel time to ensure that a decision can be made in advance of the meeting as to whether the issue should be postponed until a future meeting.

1. Any complaint or grievance should be submitted with all supporting evidence to complaints@british-caving.org.uk. The panel will acknowledge receipt of the complaint within 72 hours.
2. The complaints panel will review the evidence provided and decide on a course of action within 14 days from the initial complaint. This may include but is not limited to:
 - arranging a meeting between the two parties, with relevant mediation
 - obtaining further evidence from both parties
 - obtaining advice from relevant members of council
3. The course of action decided upon will be put forward to the executive, for approval to proceed.*
4. Once approval has been obtained, the complainant will be updated on the next steps, no more than 28 days after their initial submission of the complaint, and the relevant action will be taken.
5. If the decision is that disciplinary action is required, then the BCA Disciplinary procedure will be used.

*if the complaint is regarding a member of the executive, the approval will be obtained from the remaining members of the executive. Likewise if a member of the executive has a vested interest in the complaint.

Throughout the complaint all parties must commit to prompt communication. Failure by the complainant to respond promptly to communications or provide evidence within a reasonable time frame will result in the complainant being deemed to have withdrawn the complaint in full.

If complaints are submitted that the panel deem to be false, and submitted for the purpose of preventing open discussion of genuine issues, they reserve the right to terminate the complaint and the complainant may be subject to the disciplinary procedures.