

UK PAINTBALL SPORTS FEDERATION COMPLAINTS POLICY

OVERVIEW

The UKPSF recognises a complaints procedure that handles complaints appropriately and transparently is essential to afford confidence to members of the UKPSF, members of the general public and government bodies, both local and national, that the UKPSF conducts its affairs in a manner consistent with forging high standards of behaviour across the sport and industry.

This policy outlines the UKPSF's aims and approach to the management of complaints and provides a framework for handling complaints. It recognises that members have a right to complain should the UKPSF fall short of providing services to an appropriate level. It further acknowledges that the paintball industry in the UK has an obligation to handle complaints from members of the public and others expeditiously and in line with the requirement of the law as, from time to time, amended.

Complaints from members about the UKPSF.

Members have a right to complain if they consider the UKPSF has fallen short of expected standards in the level or delivery of its services. The UKPSF recognises that complaints are a means of drawing attention to shortfalls and/or deficiencies in its service and hence a valuable tool for identifying improvement. It is expected that both the complainant and the UKPSF will adopt a constructive approach to complaints resolution. It is recognised that the outcome of the complaints procedure may not satisfy the

complainant, but the procedure should assure the complainant that it has been thorough, timely, fair and transparent.

‘Thorough’ means that all aspects of the complaint are considered and all relevant parties are involved; ‘timely’ means that the complaint should be handled within a reasonable time period; ‘fair’ means that the complaint is heard and investigated without prejudice; ‘transparent’ means that the proceedings of the handling of the complaint are open to scrutiny by members of the UKPSF and other relevant parties to the complaint. **Implicit in the foregoing is that anonymous complaints will not be considered and that the details cannot, except in exceptional circumstances, be confidential. In circumstances where a matter may need to be kept confidential, the reasons for that confidentiality shall be explicitly stated in the report of the outcome of the complaint.**

Complaints procedure: Process

- 1) A complaint shall be deemed made when received in writing by an officer member of the council of the UKPSF (Chair, Secretary, Treasurer or Vice-Chair).
- 2) If the complaint cannot be resolved in discussion, the recipient of the complaint shall acknowledge its receipt in writing and advise that the complaint will be considered by the Council of the UKPSF at its next quarterly meeting.
- 3) Between receipt of the complaint and the next quarterly meeting of the Council, an officer of the Council shall investigate the circumstances of the complaint and share those findings with the complainant with a view to a) finding common ground in respect of the facts and b) resolving the complaint ahead of the council meeting.
- 4) If, where there is common ground on the facts, but no

resolution of the complaint, the complaint will be considered by the Council at its next quarterly meeting.

5) Where the facts are in dispute, the complainant will be invited to identify the area(s) of dispute in writing and further investigations undertaken by a different officer of the council to that conducting the initial investigation. As at 3) above the purpose is to establish the facts and, if possible, resolve the complaint.

6) If the complaint is not resolved following the above procedure, the complainant may, at the discretion of the chair of the council, be invited to attend the meeting of the council to present their case.

7) The investigation findings and outcome of all complaints shall be recorded in the minutes of the council.

NOTE: The UKPSF is run by a council of unpaid elected members and has no employees. The council meets on a quarterly basis and, whilst every reasonable effort will be made to resolve complaints as promptly as possible, should the complaint need to be considered by the council, the time scale for consideration will be up to four months (acknowledging that where a complaint is raised shortly before the next council meeting, fact-finding may mean the complaint cannot be considered by that meeting).

Complaints against UKPSF member venues, including health and safety

Venues have a responsibility to all persons under both Employment and Health and Safety laws and regulations and should rigorously carry out the requirements of all such laws. The UKPSF's Code of Practice for Site Operators gives clear guidance

on a variety of matters in addition to any legislative requirements, but only under general Duty of Care and its Code should not be regarded as having primacy where legislation requires higher or different standards.

Complaints in respect of Site or Trade Members

Complainants should in the first instance seek a solution with the proprietor/manager at the material time. Except where complaints fall within the provisions of the Code of Practice for Site Operators, any complaint not able to be solved by discussion should be addressed through the statutory provisions of the Sale of Goods Act, or other appropriate statutory provisions. Where complaints fall within the provisions of the Code of Practice, but outwith statutes referred to therein, the complaints procedure outlined in 1) to 7) above shall be followed.