



Customer Appeals Process

If you have been through the formal complaint process and you are still not happy with the outcome, you can ask for the Appeal Panel to review your complaint. If you choose this course of action, you must contact Rounders England within 28 days of receiving the Complaints Panel outcome. The Appeal Panel is made up of three people nominated by the Board of Rounders England, one of whom shall be independent.

The Appeal Panel will write to you within fifteen working days to let you know:

- That your complaint is being reviewed
- Approximately how long it will take to carry out the review
- When we will send out a written reply

Where the Appeal Panel upholds a complaint, it is empowered to make recommendations about actions required to put things right and to reduce the likelihood of similar problems occurring in future. Any recommendations made will be included in the written reply made to the complainant.

We will review any such recommendations within six weeks. Where a recommendation is accepted, we will set a date by which we intend to carry it out. Where a recommendation is not accepted, we will explain why. We will publish information annually about the numbers of complaints we have received, and the actions we have taken to improve things.

Approved by BSC 18/11/2016