

**Complaints Process 2019**  
**For receipt of externally received complaints**



**ROUNDERS**  
**ENGLAND**

Written complaint received by Corporate Business Head (or if appropriate The Chair of Rounders England).

CBH notifies Insurance Company as part of our due diligence.

**Safeguarding matter?**

Is it a safeguarding matter?

**League Matter?**

If governed by a league or county association: refer to them.

**Rounders England matter?**

If governed by Rounders England: start Rounders England complaints process within 15 working days.

Refer immediately to: the Rounders England Safeguarding Lead Officer.

Secretary of league or Rounders England Corporate Business Head informs the person about whom the complaint is made (defendant) and the substance of the complaint but not the identity of the complainant within 15 working days.

The defendant must reply in writing within 25 working days. (If no formal response from the defendant, the complaints procedure will still continue on the assumption that there is no admission).

**ADMITS:**

Secretary of league or Rounders England Corporate Business Head applies appropriate sanctions and

**DOES NOT ADMIT:**

Complaints Panel convene – investigation – **Decision.**

**Civil or Criminal proceedings started:**

Postpone until outcome known.

**Hearing convened**

25 working days notice.

**No case to answer**

League secretary or Rounders England Corporate Business Head informs all parties.

**Complaint PROVED**

Complaints Panel apply appropriate sanctions and inform both parties.

**Complaint NOT PROVED**

Complaints Panel informs both parties.

**There will be access to an Appeals Procedure. Any complainant wishing to appeal should be sent a copy of the Rounders England Complaints Appeals process.**