

COMPLAINT TO WALES LACROSSE

COMPLAINANT FORM



Please read the notes on this page carefully **before** filling in this form.

HOW TO FILL IN THIS FORM

All Complainants **must** fill in **sections 1, 2, 3, 4 and 6**.

You then only need fill in those sections of the form that apply in your case.

Fill in **section 5** only if there is some information you wish to draw to the Panel's attention.

When you have completed the form send the document to **Nicola John, Wales Lacrosse Secretary, The Orchard, Frensham, Farnham, GU10 3AF** marked "COMPLAINT" on the envelope. Or email a copy to **sec@welshlacrosse.co.uk**. We would also recommend that you keep a copy for your own use.

The following steps will then take place:

1. Wales Lacrosse will notify you if the complaint is accepted as valid. If not accepted as valid it will be returned to you with an explanation and no further action will be taken.
2. Once the Complaint has been accepted as valid, a copy of your Complaint form will be sent to the Respondent. A similar form will also be sent to the Respondent to give them the opportunity to defend the complaint.
You will receive a copy of this in due course.
3. At this stage Wales Lacrosse can help facilitate a meeting to try and resolve the dispute by conciliation.
4. If conciliation is unsuccessful or not possible, then the matter will be referred to the Wales Lacrosse Executive for assessment. Once it has been decided if the matter may validly proceed, Wales Lacrosse will appoint a panel (including a Chair) to convene a Hearing at a suitable date for all parties.
5. Wales Lacrosse will send a copy of the record to both the Complainant and Respondent, together with details of the place and date of the hearing.
6. The Chair of the Panel may request further information from either party, to be provided to Wales Lacrosse within 7 days of request. Any such further information requested should be submitted and will be shared with the other party by Wales Lacrosse.
7. No later than 14 days before the Hearing both parties shall confirm to Wales Lacrosse a note of any witnesses they intend to present and shall lodge any documents upon which they intend to rely. A list of witnesses and a copy of any such documentation shall be shared by Wales Lacrosse to the other party. It will be open to either party to ask the Panel to deal with his/her/their case by way of written submissions only. Such a request must be made in writing no later than 7 days before the Hearing.
8. The Chair will be responsible for ensuring that both parties are given the opportunity to submit all the relevant evidence for their case. The Chair has the discretion to rule out any evidence not considered competent or relevant to the case.
9. At the end of the Hearing the Chair will issue the Panel's decision. This may be done verbally at the end of the Hearing and will be followed by a written note of the decision; or it may be after a period of consideration by the Panel, in which case it will be issued in writing.
10. All parties at the Hearing will be advised that they have the right of appeal and this would be to the Chief Executive or Chairman of Wales Lacrosse.

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1. Your Details:											
1.1			Title√:	Mr		Mrs		Miss		Other	
1.2	First Name (or Names):										
1.3	Surname or Family Name:										
1.4	Date of Birth (dd/mm/yyyy):				Are you:	Male		Female			
1.5	Address:										
	House No./Name:										
	Street:										
	Town/City:										
	County:							Post Code:			
You do not need to answer 1.6 and 1.7 if you have appointed a representative (see section 6).											
1.6	Telephone No.:										
	(where we can contact you during normal working hours)										
1.7	Email address:										
2. Respondent's Details:											
2.1	Give the name of person(s) or situation that you are complaining about (the respondent):										
3. Action before making a complaint:											
3.1	Are you, or were you a member of Wales Lacrosse							Yes		No	
3.4	Have you spoken with the respondent about your complaint?							Yes		No	
3.2	Have you put your Complaint in writing to the respondent?							Yes		No	
	Please give the date you put it to them in writing										
Please add any relevant details:											

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4. Complaints:

Please explain what you are complaining about and why.
Please explain what outcome you are looking for. * Please include any relevant dates.

5. Other Information:

Please do not send a covering letter with this form.
You should add any extra information you want us to know here.

6. Please sign and date here:

Signature:		Date:	
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Data Protection Act 1998.
We will send a copy of this form to the respondent(s). We may put some of the information you give us on this form onto a computer. This helps us to monitor progress and produce statistics.