Welsh Pétanque Association

Complaints Policy

WPA/032/24

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Author: WPA Management Committee

Owner: National President

Welsh Pétanque Association
Complaints Policy

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Certified as a true copy of the Welsh Pétanque Association's Complaints Policy, adopted by the Management Committee on 24th September 2026.

Welsh Pétanque Association
Complaints Policy

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Welsh Pétanque Association
Complaints Policy

1. Introduction

1.1. Pétanque is a sport that should be enjoyed by all who participate, whether as players, officials, volunteers or spectators. In producing this Complaints Policy, the Welsh Pétanque Association believes that the highest standards of integrity can be maintained at all levels of the sport, thereby ensuring that all can enjoy the sport. This Complaints Policy applies to all individual members and clubs involved in our sport at all levels.

2. Policy Statement

2.1. This is the Policy of the Welsh Pétanque Association. It sets out the procedures for making a complaint and how a complaint will be handled. The Policy ensures that a framework is in place to enable a complaint to be dealt with promptly, fairly and proportionately.

2.2. When a complaint is made, we will:

2.2.1. Provide a consistent approach in dealing with all complaints.

2.2.2. Provide a system whereby complaints can be dealt with promptly, fairly, and politely.

2.2.3. Treat the complaint and the complainant with courtesy, respect and fairness at all times. We expect the complainant to treat our people who deal with the complaint with the same courtesy, respect and fairness.

2.2.4. Deal with the complaint swiftly, thoroughly, impartially, and confidentially.

2.2.5. Ensure that, where necessary, a complaint is learned from.

2.2.6. Provide an effective response and ensure, where appropriate, that the cause of the complaint is addressed.

2.2.7. Respect the complainants' desire for confidentiality wherever possible.

2.2.8. Not treat anyone less favourably based on any protected characteristics under the Equality Act 2010: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

3. How to make a Complaint

3.1. If we have failed to live up to our values, fallen below the high standards of service you would expect from the Welsh Pétanque Association, and you wish to make a complaint, you can write to us with specific details of your complaint so that we can deal with your concerns effectively.

3.2. If you wish to make a complaint, complete the form attached to this Policy in Appendix 1 or email the Complaints Case Officer at complaints@welshpetanque.org.uk.

4. How a Complaint will be dealt with

4.1. If you make a complaint, we will:

4.1.1. Acknowledge your complaint within five working days;

4.1.2. Resolve your complaint; and

4.1.3. Provide a full written response within twenty working days.

4.2. Your complaint will be investigated by the Welsh Petanque Association's Complaints Case Officer, who is responsible for recording, coordinating and responding to any investigation or action concerning your complaint.

Where appropriate, the Complaints Case Officer may request assistance from other members of the Association and may authorise them to undertake specific aspects of the investigation or otherwise act on the Complaints Case Officer's behalf. Any member providing such assistance must act impartially and maintain appropriate confidentiality.

If the Complaints Case Officer requests assistance, you will be informed and provided with the name of the individual undertaking the investigation.

We will let you know if the Complaints Case Officer cannot respond within twenty working days because the investigation is more complex.

4.3. If you are not satisfied with the response, the outcome or how your complaint has been handled, you can ask for your complaint to be reviewed. You must do this within fourteen days of the formal response date and set out the reasons for your request.

4.4. Your anonymised complaint will be reviewed by a member who has not previously been involved, and we will aim to provide you with a final response within twenty working days of your request. We will let you know if we cannot respond within this timeframe.

We will review the initial complaint, any investigations or enquiries carried out, and the formal response provided. We will then give a final response.

Please note that the response provided at this stage is final - there is no further escalation or appeal process.

5. Who can make a Complaint?

5.1. Anyone, member or non-member, can make a Complaint to the Welsh Pétanque Association.

6. Policy Coverage

6.1. This Policy covers all issues relating to services or acts of the Welsh Pétanque Association.

6.2. Complaints relating to the conduct or behaviour of Welsh Pétanque Association Umpires, Coaches or members where there is an allegation of misconduct should be made using the Disciplinary Policy. This can be found on the Welsh Pétanque Association's website www.welshpetanque.org.uk.

6.3. Complaints, allegations or concerns about safeguarding should be raised by contacting the Lead Safeguarding Officer for the Welsh Pétanque Association. Should a Complaint be made to the Welsh Pétanque Association with a safeguarding element, it will be dealt with by the designated Lead Safeguarding Officer for the Welsh Pétanque Association.

6.4. Welsh Pétanque Association Clubs should have their own Complaints procedure. Any Complaints relating to a Club or Committee dispute within the remit of the constitution, matters relating to the normal business of a Club or Committee, the administration of a Club, their fees, rules and requirements should be directed to the Club for response and are not covered by this Policy.

6.5. Complaints about the performance or conduct of the Welsh Pétanque Association Executive should be addressed to the National Secretary or the Complaints Case Officer.

6.6. There are some complaints not covered under this Policy, such as:

6.6.1. Complaints not related to the sport of pétanque or the Welsh Pétanque Association.

6.6.2. Personal disputes not related to the sport of pétanque.

6.6.3. Complaints of a criminal nature will be passed to the police and then investigated under the disciplinary regulations.

6.6.4. Issues relating to non-permitted events delivered by third parties.

6.6.5. Complaints or appeals relating to pétanque events and the decisions of Umpires, competitions and events under the jurisdiction of the Welsh Pétanque Association (e.g. sanctions and penalties).

6.6.6. Complaints outside of the jurisdiction of the Welsh Pétanque Association about partners, suppliers, sponsors and any organisation contracted to work for us.

6.7. The timescales set out in the Complaints Policy will be adhered to wherever possible. The Welsh Pétanque Association recognises that a degree of flexibility may be required to apply the stated timescales. Therefore, failure to adhere to the timescales will not invalidate the Complaints Policy or process.

7. Repeat, Unreasonable, and Vexatious or Aggressive Complaints

7.1. If a complainant remains dissatisfied with the outcome of their complaint, we will not be able to take any further action, provided the procedure has been followed. Repeated complaints about the same issue will not change this.

7.2. Sometimes, complainants can become unreasonable, vexatious or aggressive, causing undue stress to staff and volunteers and resulting in a disproportionate use of the Welsh Petanque Association's resources.

7.3. Unreasonable complaints interfere with our ability to properly consider the issues involved or make unjustified demands on our time because of the nature of the contact or the frequency with which the complaint is pursued. Unreasonable complaints may be legitimate complaints that are being pursued inappropriately, appear to be without merit, or have already been thoroughly investigated or responded to.

7.4. Vexatious or aggressive behaviour by complainants may include excessive and repeated attempts to contact staff and volunteers, pursuing multiple complaints against

the organisation at the same time, making unreasonable demands of staff and volunteers, making threats (including threats of legal action) against staff/volunteers or the organisation, repeatedly making unreasonable complaints, making multiple complaints about the Welsh Pétanque Association to different external organisations.

7.5. Where a complaint is deemed repetitive, unreasonable, vexatious, aggressive, unfounded or lacking in substance, the Welsh Pétanque Association reserves the right not to investigate. In extreme cases of vexatious and/or persistent complaints, disciplinary action may be taken against members and connected participants.

8. Confidentiality

8.1. All complaints are treated with confidentiality wherever possible.

8.2. We will respect anonymity, and where a complainant wishes to make an anonymous complaint, they should be informed that their concern will be recorded and considered. However, it may be difficult for a complaint investigation to proceed without verifying who the complainant is and with whom information is shared.

8.3. In certain circumstances, for example, where there is a safeguarding concern and referral to statutory agencies is required, we cannot guarantee that details of the complaint will remain within the Welsh Pétanque Association. If an allegation is of a potentially criminal nature, external agencies such as the police must be notified and may request details of the complaint held.

8.4. In accordance with the Data Protection Act, we will protect any personal or sensitive data during our Complaints process and any records we are required to keep. For more information about how the Welsh Pétanque Association uses your information, please see our Privacy Policy.

9. Policy Review

9.1. The Complaints Policy will be reviewed periodically but at least once every two years.

9.2. Specific audits of any part of the process may be carried out at the discretion of the Welsh Pétanque Association.

Contact Details

Disciplinary Case Officer:	complaints@welshpetanque.org.uk
Safeguarding:	safeguarding@welshpetanque.org.uk
National Secretary:	secretary@welshpetanque.org.uk

WPA Management Committee
Date: 24th September 2026
Review Date: September 2028

Appendices

Appendix 1 – Complaint Form

Appendix 2 – Complaint/Disciplinary Flowchart

Appendix 1 Complaint Form

Welsh Pétanque Association
Complaint Form

If you require further guidance, please contact the Welsh Pétanque's Disciplinary Case Officer for further advice.

Full Name		
Date		
Address		
Post Code		
Contact Number	Landline:	Mobile:

Date, Time, and Place of your Complaint:
Please give details of your Complaint:
Please provide any witnesses' accounts of the incident:

Welsh Petanque Association

http://www.welshpetanque.org.uk
complaints@welshpetanque.org.uk

Complaint Form - continued

Please provide witnesses' contact information:
What actions, if any, have you taken, to date, to resolve the situation?
Have you previously spoken to anyone about your Complaint?

Print Your Name _____

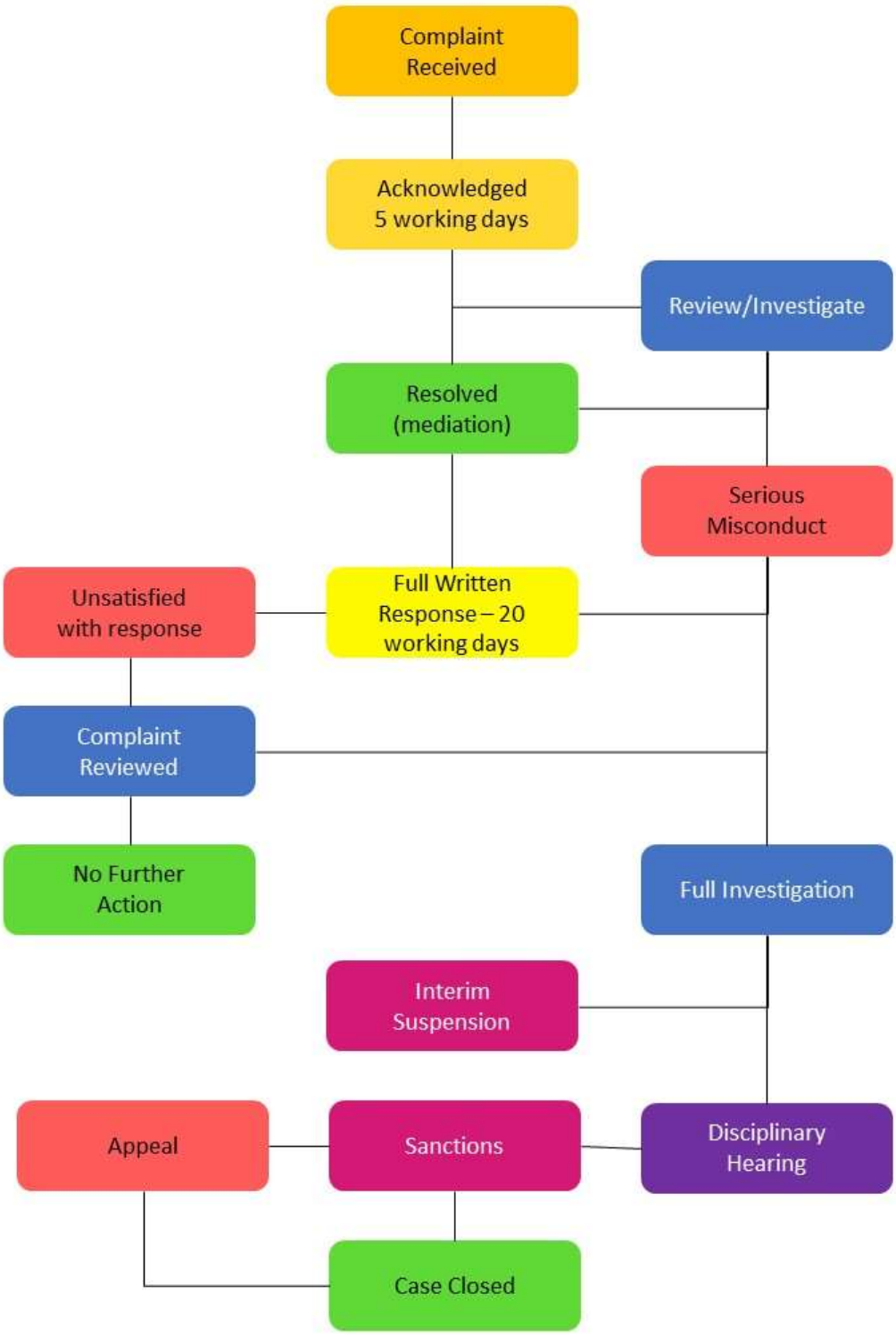
Your Signature _____

Date _____

For official use only			
Date Received:		Date Written Response:	
Date Acknowledged:		Further Action:	Yes / No
Date Reviewed:			

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Appendix 2 – Complaint/Disciplinary Flowchart



Welsh Pétanque Association

www.welshpetanque.org.uk