



Complaints Procedure

Definitions

In this document:

“Affiliate” means a Club or Federation.

“CEO” means Chief Executive Officer of Croquet England.

“Club” means a club affiliated to Croquet England.

“Croquet England” means Croquet England Charitable Incorporated Organisation.

“Federation” means a federation affiliated to Croquet England.

“Grievance” means a complaint that falls within the scope of the Volunteer Grievance Procedure (see examples in Appendix 2, paragraph 2).

“Subscriber” means an individual member or associate of Croquet England.

“The Secretary” means the Secretary of Croquet England.

Purpose

The aim of this Complaints Procedure is to provide a process that is fair, effective and efficient, through which complaints from Subscribers or Affiliates can be resolved.

Scope

This Complaints Procedure applies to complaints other than Grievances concerning:

- maladministration.
- breaches of the Constitution, policies, procedures, regulations or other governance documents of Croquet England.
- other acts which are injurious to the character or interests of Croquet England.

It is the responsibility of all those involved to ensure that complaints are handled fairly, promptly and correctly. Where appropriate and practicable, complaints should be resolved in the simplest possible manner.

It is a condition of being a Subscriber or Affiliate that the procedure set out below, which includes provision for arbitration, is their sole remedy against Croquet England, except in relation to issues arising from employment, contracts or civil wrongs (torts such as negligence) which do not concern being a Subscriber or Affiliate, or events held under its jurisdiction.

Section A: Complaints

1 Maladministration complaint

- 1.1 A maladministration complaint arises if a Subscriber or Affiliate believes that they have been adversely affected by maladministration by the Board of Trustees, the Executive, a Committee or an Officer of Croquet England, or someone acting on behalf of those bodies, including a Croquet England tournament official.
- 1.2 Examples of maladministration include, but are not limited to, incorrect acts, undue delay in acting, failure to act, failure to follow correct procedure in reaching a decision and making a decision that no reasonable body could reasonably have made. A properly made decision with which a complainant disagrees does not constitute maladministration. Objections to the substance of a policy do not constitute grounds for a complaint under the Croquet England Complaints Procedure and should instead be raised with an appropriate body or individual or the Secretary.
- 1.3 Failure to follow correct procedure typically involves:
 - 1.3.1 taking into account a factor that should not have been taken into account; or
 - 1.3.2 failing to take into account a factor that should have been taken into account.

2 Conduct complaint

- 2.1 A conduct complaint arises if a complainant believes that the conduct of a Subscriber or Affiliate is:
 - 2.1.1 in breach of Croquet England's Constitution, policies, regulations or other governance documents; or
 - 2.1.2 injurious to the character or interests of Croquet England.
- 2.2 A conduct complaint may be brought by either:
 - 2.2.1 a Subscriber or Affiliate who believes that they have been adversely affected by the alleged conduct; or
 - 2.2.2 the Executive, if it believes that the alleged conduct is sufficiently serious or is suspected to have affected several Subscribers.
- 2.3 Limitations
 - 2.3.1 If a conduct complaint is also a Grievance (see Appendix 2, paragraph 2 for examples), it must be dealt with in accordance with the Volunteer Grievance Procedure and a complaint should not be lodged with the Complaints Administrator.
 - 2.3.2 A report of bad behaviour made to the Complaints Administrator under the Tournament Regulations shall not be regarded as a conduct complaint.

However, the Complaints Administrator shall inform the player that the report has been received, encourage them to improve their behaviour and record any explanation or disagreement offered by the player. If the Complaints Administrator receives more than one report about the same player or considers that a report is sufficiently serious, he/she may inform the CEO to enable the Executive to consider if it wishes to bring a conduct complaint against the player.

Section B: Process

There are five possible stages but not all will necessarily apply depending on the nature of the complaint. Appeals concerning tournament entry will not involve Stage 4. Appeals against selection or non-selection by the AC or GC Selection Committees (Selection Appeals) will not involve Stages 3 and 4. Appeals against expulsion from a Club or from a Federation whose constitution provides for a right of appeal to Croquet England (Expulsion Appeals) will not involve Stages 1, 3 and 4.

3 Stage 1 – before lodging a formal complaint

- 3.1 The complainant should first attempt to resolve the complaint by discussing it with the other party or parties involved or their representative. This includes any such attempt made under Croquet England's Croquet Online Policy. If this does not lead to a satisfactory outcome or if the nature of the complaint makes such an approach infeasible or inappropriate, the complainant should, subject to paragraph 2.3.1, proceed to Stage 2.
- 3.2 If the complaint is resolved but its resolution has any direct or indirect implications for Croquet England, the complainant should inform the Complaints Administrator accordingly in writing.

4 Stage 2 – referral, assessment and adoption of a formal complaint

- 4.1 Subject to paragraph 10.2, the complainant should inform the Complaints Administrator in writing about the complaint. The complaint should be made within a period of three months, beginning with the day on which the maladministration or conduct complained of occurred or, in the case of conduct which occurred over a period of time, within three months of the latest example.
- 4.2 When submitting a complaint, the complainant should explain the nature of their complaint and give details of the specific instance(s) of:
 - 4.2.1 the alleged maladministration; or
 - 4.2.2 the conduct that is alleged to breach Croquet England's Constitution, policies, regulations or other governance documents; or

- 4.2.3 the conduct that is alleged to be injurious to the character or interests of Croquet England.
- 4.3 The complainant should also describe in the same communication:
 - 4.3.1 the outcome they are seeking; and
 - 4.3.2 any attempt at informal resolution or explain why it was not attempted; and
 - 4.3.3 if the complaint has not been submitted within the three-month time limit, the reason why.
- 4.4 If a formal complaint is received by another Officer, or a member of the Board of Trustees, the Executive or a Committee, it should be forwarded to the Complaints Administrator unless paragraph 10.2 applies.
- 4.5 The Complaints Administrator should acknowledge the complaint and draw the attention of the complainant to this procedure.
- 4.6 The Complaints Administrator shall assess the complaint and, if thought advisable or necessary, consult a Croquet England Vice-President who is not connected with the complaint before deciding whether the complaint is admissible and, if it is a conduct complaint, suitable for adoption by the Executive.
- 4.7 If a conduct complaint is assessed to be suitable for adoption by the Executive, the Complaints Administrator shall refer the details of the complaint to the CEO who will then discuss the matter with the Executive. If the Executive decides to adopt the complaint, the Complaints Administrator shall inform the original complainant accordingly and continue to apply the Complaints Procedure in accordance with paragraph 4.10.
- 4.8 A complaint may be judged to be inadmissible if:
 - 4.8.1 it is made anonymously (see paragraph 11.3); or
 - 4.8.2 it relates to maladministration or conduct which occurred more than three months ago or, in the case of conduct which occurred over a period of time, if the latest example occurred more than three months ago; or
 - 4.8.3 it relates to a matter that has already been the subject of a complaint which has been resolved or is in the process of being resolved; or
 - 4.8.4 it has the nature of a purely personal dispute between two or more individuals which has no valid link with croquet; or
 - 4.8.5 it appears to be the sole concern of a Club or Federation; or
 - 4.8.6 it has not been subject to an attempt at informal resolution and the explanation given under paragraph 4.3.2 is absent or inadequate; or
 - 4.8.7 it is a Selection Appeal that is not permitted by paragraph 10.1 of the Croquet England Selection Policy; or

- 4.8.8 it is a maladministration complaint that does not adequately identify the nature of the alleged maladministration or amounts to an objection to the substance of a current policy; or
- 4.8.9 it is vexatious, frivolous or otherwise unreasonable.
- 4.9 If a complaint is judged to be inadmissible, the Complaints Administrator shall inform the complainant in writing, giving brief reasons for the decision and informing them that, if they are dissatisfied with the judgement of inadmissibility, they are entitled to request that the matter be referred to an Independent Third Party (see paragraph 11.1.1) whose decision shall be final.
- 4.10 If a complaint is judged to be admissible, the Complaints Administrator shall assess whether it is suitable for referral to:
 - 4.10.1 a Croquet England committee chairman (see paragraph 5.1); or
 - 4.10.2 a mediator (see paragraph 5.2); or
 - 4.10.3 a Complaint Panel (see paragraph 6); or
 - 4.10.4 an Appeal Panel (see paragraph 7) if paragraphs 7.1.2 (tournament entry appeals), 7.1.3 (Selection Appeals) or 7.1.4 (Expulsion Appeals) apply.

5 Stage 3 – informal resolution

- 5.1 Referral to a Croquet England committee chair.

If the complaint is assessed as suitable for referral to the chair of a committee, the Complaints Administrator shall inform the complainant and any other party or parties and brief the relevant chair. The relevant chair shall then discuss the complaint with the complainant and report the outcome to the Complaints Administrator. If the complaint is not resolved, the Complaints Administrator shall assess whether the complaint should next be referred to a mediator, a Complaint Panel or an Appeal Panel.
- 5.2 Referral to a mediator

If the complaint is assessed as suitable for referral to a mediator, the Complaints Administrator shall inform the complainant and the other party or parties and ask them if they are willing to attempt to resolve the complaint by mediation. If all parties are willing, the Complaints Administrator shall offer them a list of three mediators from the Panel of Mediators. If the parties agree to a mediator, the complaint will be referred to the agreed mediator. If any party is not willing to participate in mediation, or the complaint is not resolved by mediation, the Complaints Administrator shall assess whether the complaint should next be referred to a Complaint Panel or an Appeal Panel.

6 Stage 4 - referral to a Complaint Panel

- 6.1 The Complaints Administrator shall inform the complainant and the other party or parties and provide them with a copy of this Complaints Procedure. In the case of a conduct complaint, the parties will be expressly referred to paragraph 11.8 and Appendix 1
- 6.2 Subject to paragraph 8, the Complaints Administrator shall convene a Complaint Panel by selecting three names from the Complaint Panel pool, which is appointed by the Board of Trustees and consists of suitably experienced Subscribers and ask one of those selected to chair the Complaint Panel and to conduct its proceedings in accordance with the procedure set out in paragraph 9 below.
- 6.3 A Complaint Panel is empowered:
 - 6.3.1 in respect of a maladministration complaint, to make an appropriate recommendation to the Executive and to copy the recommendation to the Board of Trustees.
 - 6.3.2 in respect of a conduct complaint, to make a declaration, issue a warning, exclude players, teams or clubs from selection or participation in certain events, and recommend to Croquet England that subscription to Croquet England is suspended or terminated. If subscription to Croquet England is terminated all subscriptions paid by the Subscriber or affiliate to Croquet England shall be forfeited.
- 6.4 Any of the parties concerned may appeal against the decision of a Complaint Panel by informing the Complaints Administrator in writing of the matter that is the subject of the appeal within 21 days of the decision of the Complaint Panel. They must give details of why they consider the decision was wrong or procedurally unsatisfactory and what outcome they seek.
- 6.5 The Complaints Administrator shall assess the appeal and, if thought advisable or necessary, consult a Croquet England Vice-President who is unconnected with the complaint before deciding whether the appeal is admissible.
- 6.6 An appeal may be judged to be inadmissible if:
 - 6.6.1 it is lodged more than one month after the decision of the Complaint Panel; or
 - 6.6.2 it is vexatious, frivolous or otherwise unreasonable.
- 6.7 If an appeal is judged to be inadmissible, the Complaints Administrator shall inform the appellant in writing, giving brief reasons for the decision and informing them that, if they are dissatisfied with the judgement of inadmissibility, they are entitled to request that the matter be referred to an Independent Third Party (see paragraph 11.1.1) whose decision shall be final.

7 Stage 5 - referral to an Appeal Panel

- 7.1 An Appeal Panel shall be convened in the following circumstances:
- 7.1.1 in accordance with paragraph 6.4; or
 - 7.1.2 if the complaint concerns tournament entry and has not been resolved by referral to a Croquet England committee chair under paragraph 4.10.1; or
 - 7.1.3 if the complaint is a Selection Appeal; or
 - 7.1.4 if the complaint is an Expulsion Appeal (see introduction to Section B and paragraph 11.2).
- 7.2 Subject to paragraph 8, the Complaints Administrator shall inform the appellant and the other party or parties and convene an Appeal Panel by selecting three names from the Appeal Panel pool, which is appointed by the Board of Trustees and consists of current and past Presidents and Vice-Presidents of Croquet England and the Chair of the Board of Trustees and other suitable Subscribers.
- 7.3 The Complaints Administrator shall ask one of those selected to chair the Appeal Panel and to conduct its proceedings in accordance with the procedure set out in paragraph 9 below.
- 7.4 An Appeal Panel is empowered:
- 7.4.1 to uphold or vary the findings and decisions of a Complaint Panel or, in the case of a maladministration appeal other than a selection appeal, to make an appropriate recommendation to the Executive and to copy the recommendation to the Board of Trustees;
 - 7.4.2 in the case of an appeal that concerns the allocation of places for a tournament, to uphold or set aside the allocation and, if set aside, to send back the allocation decision to the relevant person or body for reconsideration;
 - 7.4.3 in the case of a Selection Appeal, to uphold or set aside the decision of a Selection Committee and, if set aside, to send back the decision to the Selection Committee for reconsideration;
 - 7.4.4 in the case of an Expulsion Appeal, to uphold or set aside the expulsion of a Subscriber from a Club, or a Club from a Federation.
- 7.5 An Appeal Panel should only vary or set aside a decision if it finds that the decision-taker has:
- 7.5.1 taken into account factors which should not have been taken into account; or
 - 7.5.2 failed to take into account factors which should have been taken into account;
or
 - 7.5.3 taken a decision which, in the opinion of the Appeal Panel, no reasonable decision-taker could reasonably have taken.

- 7.6 If a party is dissatisfied with the way in which a decision of an Appeal Panel has been reached, they may refer the matter within one month of the publication of the appeal decision to arbitration by Sport Resolutions (UK), the trading name of The Sports Dispute Resolution Panel Limited, a company limited by guarantee registered in England and Wales under company number 3351039. It is a condition of Croquet England membership that any such arbitration shall be binding on all parties.

8 Panel membership and avoidance of conflict of interest

- 8.1 Anyone who might reasonably be believed to be personally involved in a complaint or to have a close association with any of the parties shall be excluded from selection for a Complaint Panel or an Appeal Panel.
- 8.2 In particular:
- 8.2.1 if the complaint involves a member of a Club, or a Club itself, any current or former member of the Club; or
 - 8.2.2 if the complaint involves a Federation, any person currently involved in the administration of the Federation; or
 - 8.2.3 if the complaint involves the Board of Trustees, Executive or a Committee, any current member of those bodies; or
 - 8.2.4 if paragraph 6.4 applies, any member of the relevant Complaint Panel.
- 8.3 The Complaints Administrator shall consult with the parties when making the selection to ensure that there are no grounds in this paragraph that might invalidate the panel.

9 Conduct of a panel hearing

- 9.1 The panel should seek to consider and decide the complaint or appeal as soon as possible after it has been convened.
- 9.2 The panel chairman is empowered to direct either:
- 9.2.1 that there will be a physical or virtual meeting of the panel attended by the parties held in accordance with Appendix 1; or
 - 9.2.2 with the consent of the parties, that the complaint or appeal will be assessed on the basis of written representations supported, if necessary, by direct communication with the parties at different times.
- 9.3 The chair of the panel should ask the parties to submit a statement of their case in writing, if they have not already done so, and is entitled to ask any party for further information or to seek information from elsewhere. Such information shall be shared with all the parties unless it is information relating to other players in a selection

appeal or other confidential information that, in the judgement of the chair of the panel, should only be shared with the other panel members.

- 9.4 The parties should be given a full opportunity to make their case and explain their actions and decisions. They are entitled to be accompanied and to be represented.
- 9.5 The panel shall decide matters in dispute on the balance of probabilities.
- 9.6 The panel is entitled to reach a decision by a simple majority.
- 9.7 The chair of the panel should communicate the decision of the panel in writing to the Complaints Administrator as soon as possible. The Complaints Administrator will then inform the parties of the decision in writing and, where relevant, of their right under paragraphs 6.4 or 7.6.
- 9.8 If the panel wishes to make general recommendations either in the decision or at a later date, the parties should be given the opportunity to comment on such recommendations before they are published.
- 9.9 Where appropriate, the Complaints Administrator shall publish the outcome of a maladministration complaint and any general recommendations made.

10 Complaints Administrator and avoidance of conflict of interest

- 10.1 References to the Complaints Administrator in this paragraph shall be treated as including references to a connected person, defined as their spouse or civil partner, a relative, the spouse or civil partner of a relative or a relative of their spouse or civil partner.
- 10.2 If a complainant believes that the Complaints Administrator has a conflict of interest in relation to a complaint which they intend to make, the complainant should inform the Chair of the Board of Trustees who shall assess whether either or none of paragraphs 10.3 or 10.4 apply.
- 10.3 Full recusal of the Complaints Administrator
 - 10.3.1 If a complaint concerns the conduct of the Complaints Administrator, either in that role or as an individual in a matter unrelated to that role, the complainant should inform the Chair of the Board of Trustees instead of the Complaints Administrator. If the complaint also concerns the conduct of the Chair of the Board of Trustees, the complainant should inform another Trustee or the Croquet England President.
 - 10.3.2 If the Complaints Administrator makes a complaint, he/she shall refer it to the Chair of the Board of Trustees.
 - 10.3.3 If either paragraph 10.3.1 or 10.3.2 applies or if the Chair of the Board of Trustees judges that the Complaints Administrator has a sufficient conflict of

interest, he/she shall appoint another person to discharge all the functions of the Complaints Administrator in the Complaints Procedure.

10.4 Limited recusal of the Complaints Administrator.

10.4.1 The Complaints Administrator shall be recused only in respect of making a judgement about the admissibility of a complaint under paragraph 4.8 or an appeal under paragraph 6.6 if:

(a) the complaint concerns alleged maladministration by a body of which the Complaints Administrator is a member; or

(b) the upholding or rejection of the complaint could benefit the Complaints Administrator as an individual or a connected person as defined in paragraph 10.1.

10.4.2 If paragraph 10.4.1 applies, judgement of the admissibility of a complaint or an appeal shall be carried out by an Independent Third Party and the references in paragraphs 4.9 and 6.7 to an Independent Third Party shall be deemed to refer to another Independent Third Party.

11 General

11.1 Independent Third Party is a Croquet England Vice-President, or another person, who is unconnected with a complaint and is appointed by the Croquet England President to rule on:

11.1.1 the admissibility of a complaint (see paragraph 4.9); or

11.1.2 the admissibility of an appeal against a decision of a Complaint Panel (see paragraph 6.7); or

11.1.3 whether access may be given to documentation relating to a past complaint (see paragraph 11.5.2).

11.2 Expulsion of a Subscriber or affiliated Club.

11.2.1 An appeal by a Subscriber against expulsion from a Club whose constitution provides for a right of appeal to Croquet England will be heard by an Appeal Panel.

11.2.2 An appeal against the expulsion of a Subscriber from a Club whose constitution does not provide for a right of appeal to Croquet England will not be admissible unless the basis of the complaint is that the conduct of the Club in respect of the expulsion was injurious to the character or interests of Croquet England, in which case the complaint will be heard as a conduct complaint by a Complaint Panel. Examples of such conduct could include maintaining a constitution which does not contain a fair expulsion procedure or, if it does, failing to follow that procedure.

- 11.2.3 An appeal by an affiliated Club against expulsion from an affiliated Federation whose constitution provides for a right of appeal to Croquet England will be heard by an Appeal Panel.
- 11.2.4 An appeal against the expulsion of an affiliated Club from an affiliated Federation whose constitution does not provide for a right of appeal to Croquet England will not be admissible unless the basis of the complaint is that the conduct of the Federation in respect of the expulsion was injurious to the character or interests of Croquet England, in which case the complaint will be heard as a conduct complaint by a Complaint Panel. Examples of such conduct could include maintaining a constitution which does not contain a fair expulsion procedure or, if it does, failing to follow that procedure.
- 11.3 Anonymity.
If the complainant has not attempted informal resolution of a conduct complaint under Stage 1, the identity of the complainant will be communicated to the respondent(s) if and when the complaint is deemed to be admissible under paragraph 4.6 unless the complaint is adopted by the Executive under paragraph 4.7 to protect the identity of the complainant.
- 11.4 Withdrawal of a complaint.
A complainant is entitled to withdraw their complaint at any stage of this Complaints Procedure but should inform the Complaints Administrator of the reason in writing. Failure to do so may be taken into account when considering if any future complaint from the complainant is vexatious, frivolous or otherwise unreasonable (see paragraph 4.8.9).
- 11.5 Record-keeping.
- 11.5.1 The Complaints Administrator shall maintain a record of all complaints. The record will include the names of the parties to admissible complaints, a brief summary of the complaint and the outcome or reasons for inadmissibility. This record shall be provided at least annually to the Board of Trustees.
- 11.5.2 All individuals involved in the administration of a complaint are encouraged to make written or electronic notes to record the steps taken to resolve the complaint. Copies of such notes should be given to the Complaints Administrator.
- 11.5.3 All documentation relating to a complaint, including material provided under paragraph 11.5.2, shall be retained by the Complaints Administrator on a strictly confidential basis. Access to such documentation shall require a ruling by an Independent Third Party (see paragraph 11.1.3). All material provided under paragraph 11.5.2, whether physical or electronic, shall be destroyed or deleted after 12 months from the date on which the Complaint Panel or Appeal Panel decision was published.
- 11.5.4 If an admissible conduct complaint concerns an individual who has been a party to a previous conduct complaint as either complainant or respondent, the

Complaints Administrator shall inform any mediator or Complaint Panel chair accordingly. If the mediator or Complaint Panel chair wishes to inspect the documents relating to the previous complaint, they are to apply to an Independent Third Party in accordance with paragraph 11.5.3.

11.6 Malicious complaints.

A complaint made by a Subscriber or Affiliate that is considered by the Board of Trustees to be malicious or deliberately intended to harm others may give rise to a conduct complaint against the malicious complainant.

11.7 Criminal or otherwise illegal actions.

Actions that appear to be criminal or otherwise illegal will be reported to the appropriate law enforcement authority.

11.8 Failure to comply with the Complaints Procedure

11.8.1 A party to an admissible conduct complaint is expected to co-operate promptly and fully with the proceedings of a Complaint Panel or an agreed mediation.

11.8.2 If a party refuses to respond promptly to an admissible conduct complaint or attempts to impose conditions as to the nature or timing of their involvement, a Complaint Panel will be appointed and may proceed to consider the complaint without the involvement of the party.

11.8.3 For the avoidance of doubt, any contested facts in a written statement from a party may not be accorded significant weight unless the party is willing to attend a Complaint Panel hearing, if held, and answer questions from all members of the panel.

References

Constitution of Croquet England
Practice Book
Standing Orders of the Board
Volunteer Grievance Procedure
Codes of Conduct
Whistleblowing Policy

Child Safeguarding Policy
Adult Safeguarding Policy
Equality, Diversity and Inclusion Policy
Anti-bullying Policy
Croquet Online Policy
Policy for transgender people competing
in domestic competitions
Welfare and Wellbeing Policy

Issuing Authority: Board of Trustees

Approved by: Board of Trustees

Date approved: 09 December 2023

Next review date: 09 December 2026

Version: v1.0

Reason for Change: New

Appendix 1

Procedure for a panel hearing

1. Preliminary matters

1.1 As soon as a panel has been convened, the parties shall, without delay, submit to the chair of the panel (“chair”) a statement of their case in writing if they have not already done so. Any witness called by a party shall also submit a witness statement to the chair in writing. All such documents will be shared with all parties.

1.2 No party to a conduct complaint shall contact a witness called by the opposing side prior to the panel hearing and no witness shall discuss the complaint with any other witness.

1.3 The chair of the panel will seek a date and time and, if to be held in person, a venue for the panel hearing which is acceptable to the panel members and the parties.

1.4 The chair of the panel shall send to all parties and witnesses in writing an agenda for the panel hearing which shall also include the date, time, venue and/or web-conferencing invitation details and a list of attendees. Witnesses shall only be present at the hearing when they are invited to answer questions.

1.5 The chair of the panel is responsible for the conduct of the panel hearing and is entitled to require that all questions to and from the parties and to any witnesses are addressed to the chair in the first instance before being put to the party or witness. This is referred to in paragraph 2 below as “through the chair”. At the chair’s discretion, questions may be asked directly by a panel member or party to someone other than the chair.

1.6 The parties are entitled to be accompanied and represented if they wish. All references below to the parties are deemed to include references to their representatives. If a party chooses to be represented, only the representative will speak at the hearing except that the party will be able to answer questions, and all references below to a party are deemed to be references to their representative. Any party may ask for a short break in proceedings for conferral between party and representative or accompanier or for other reasons.

1.7 The hearing will be recorded to assist the panel in writing the decision report and the Complaints Administrator to answer any factual questions. However, the recording will be deleted six weeks after the delivery of the decision or, if there is an appeal from the decision of a Complaint Panel, after the delivery of the appeal decision.

2. Agenda for panel hearings whether held in person or virtually

2.1 To confirm the members and chair of the panel.

2.2 Introductions.

2.3 Outline by the chair of the procedure to be followed.

- 2.4 The complainant (or appellant) explains the complaint (or appeal).
- 2.5 Through the chair, the respondent(s) and the panel may ask questions of the complainant (or appellant).
- 2.6 The respondent gives their response to the complaint.
- 2.7 Through the chair, the complainant (or appellant) and the panel may ask questions of the respondent.
- 2.8 Witnesses are called by the chair in the order the panel decides, are asked questions through the chair by the panel and the parties and then depart.
- 2.9. The respondent makes a short closing statement.
- 2.10 The complainant (or appellant) makes a short closing statement.
- 2.11. The chair makes closing remarks including the next steps and timetable.
- 2.12 The parties leave the meeting and the panel considers the complaint (or appeal) and its decision in private.

3. Communication

The panel's decision will be sent by email to the Complaints Administrator, as soon as possible, who will then inform the parties.

4. Right of appeal

4.1 If either party is dissatisfied with the decision of a Complaint Panel, they are entitled to appeal against the decision in accordance with paragraph 6.4 of Croquet England's Complaints Procedure by giving notice to the Complaints Administrator within one month of the decision of the Complaint Panel. They must give details of why they consider the decision was wrong or procedurally unsatisfactory and what outcome they seek.

4.2 If a party is dissatisfied with the way in which a decision of an Appeal Panel has been reached, they may refer the matter to arbitration by Sport Resolutions (UK) in accordance with paragraph 7.6 of Croquet England's Complaints Procedure.

Appendix 2

Grievances

1. Grievances include concerns, problems or issues between an individual volunteer or group of volunteers and another individual volunteer or group of volunteers which relate solely to their activities as volunteers within a Club, Federation or Croquet England. Grievances are to be resolved by the application of the Volunteer Grievance Procedure and not by recourse to the Complaints Procedure.
2. Examples of Grievances include but are not limited to:
 - personal or work-related disputes between volunteers, or between volunteers and employees.
 - the breakdown of working relationships between volunteers due to personality conflicts.
 - misunderstandings about the nature or boundaries of a volunteer's role.
 - differing treatment, or perceptions of differing treatment, between volunteers.
 - comments, behaviour or actions by a volunteer or group of volunteers that cause another volunteer or group of volunteers to feel uncomfortable or unwelcome or to consider giving up their role.
 - antagonism between a volunteer and the organisation for which he/she is volunteering.
3. The Volunteer Grievance Procedure is also intended to be appropriate for matters that are the sole concern of a Club or Federation.