WELSH CLAY TARGET SHOOTING ASSOCIATION LTD
CYMDEITHAS SAETHU TARGEDAU CLAI CYMRU CYF

Ratified at the WCTSA Board of Management meeting

28th July 2025

WCTSA Complaints Policy & Procedures

1 Introduction

1.1 The Welsh Clay Target Shooting (WCTSA) views valid complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

1.2 The WCTSA aims:

1.2.1 to provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.

1.2.2 to publicise the existence of the WCTSA Complaints Policy & Procedure so that people know how to make a complaint.

1.2.3 to make sure all complaints are investigated fairly and in a timely way.

1.2.4 to make sure that complaints are, wherever possible, resolved and that relationships are repaired.

1.2.5 to gather information which helps the WCTSA to improve its Policies & Procedures.

2 Definition of a Complaint

2.1 A complaint is any expression of dissatisfaction about any aspect of the WCTSA including coaching, events, administration, and governance.

3 Time Limitation

3.1 Both informal and formal complaints will only be accepted within three months of the date that the complainant reasonably knew enough facts to report the issue.

4 Who can make a complaint?

4.1 Complaints may come from any individual, volunteer or organisation who has a legitimate interest in the WCTSA, including the public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing.

4.2 If, for any reason, someone is unable to make the complaint themselves, a representative (such as a friend or family member) may make a complaint on their behalf. In this case, the representative should explain why the individual is unable to make the complaint themselves. The WCTSA Staff Member handling the complaint will need to contact the individual to confirm that they've consented to the representative acting on their behalf.

5 Dealing with complaints informally

5.1 Many complainants do not want to enter a formal complaints procedure. The WCTSA recognises that sometimes people simply want to have their questions answered, their concerns dealt with, or their opinion noted. As a result, informal resolution will always be attempted before engaging the formal complaints policy.

5.2 Informal complaints can be made to any member of WCTSA Staff, although we would ask that you choose an appropriate time when the person is able to respond to you adequately.

5.3 If a complainant wishes their complaint to be dealt with formally, please follow the process below.

6 Submitting a formal complaint

6.1 Formal complaints should be made in writing wherever possible. If there's a reason why a complainant cannot make their complaint in writing, they can make it orally. The person to whom they make their complaint should, for the sake of clarity, summarise the complaint in writing and ask the complainant to check it is an accurate record of the conversation.

6.2 The complaint should include:

6.2.1 Complainant's full name.

6.2.2 Complainant's contact details.

6.2.3 How the complainant would like to be contacted in relation to the complaint.

6.2.4 Complainant's relationship to the WCTSA e.g., member or parent.

6.2.5 A summary of the complaint and what they think went wrong, including dates and times of any reported incidents.

6.2.6 Clear and concise statements of what they would like to be investigated.

6.2.7 Details of any informal resolution that has been taken so far to try to resolve the issue.

6.2.8 Details of what they would see as an acceptable outcome.

6.2.9 Details of any formal concerns already raised under any of the policies.

6.3 The WCTSA asks that complaints be kept to no more than 1,000 words in length and complainants are encouraged to keep within this limit.

6.4 Supplementary documentation may be requested at a later stage as part of the investigation process.

6.5 All formal complaints should be sent to the General Secretary at secretary@wctsa.co.uk

7 Contact Details

7.1 Complainants are encouraged to provide their name and contact details as it makes it easier for the WCTSA to fully investigate the complaint, verify information and update the complainant on the progress of the investigation. However, if a complainant withholds their identity, steps will be taken to investigate the complaint to the extent possible.

7.2 Complainants can ask to keep their identity confidential and specify any other aspects of the complaint that contain sensitive information. The WCTSA will aim to keep such details confidential wherever practicable, but no absolute assurance can be given to the complainant as there may be situations in which disclosure will be necessary or even legally required.

8 Acknowledgement of complaint

8.1 Once a complaint is received by the General Secretary, a standard acknowledgement letter confirming receipt will be sent within 7 days.

8.2 Acknowledgement does not necessarily mean the complaint has been accepted in accordance with the policy, it is simply a confirmation that the information sent by the complainant, has been received.

9 Acceptance of complaint

9.1 The General Secretary will firstly check to ensure that the complaint falls within the scope of the WCTSA Complaints Policy (see above). If it does not, then the complaint will not be accepted, and the complainant will be notified accordingly.

9.2 If the complaint falls within the scope of this policy, the General Secretary will then decide which WCTSA policy/policies are relevant and will either combine the complaint/s to be heard under one particular policy (the most relevant) or decide to deal with parts of the complaint under different policies.

9.3 The General Secretary will also either choose to investigate the complaint themselves or appoint another member of staff to do so if appropriate.

9.4 Once these decisions have been made, the General Secretary will notify the complainant in writing to confirm the following points:

9.4.1 that the complaint has been accepted under the terms of the WCTSA Complaints Policy

9.4.2 which policy/policies will be used to determine the complaint

9.4.3 the name and contact details of the person handling their complaint

9.4.4 the expected timescales involved

9.4.5 a concise list of the areas to be investigated

9.4.6 a request for the complainant to confirm they are happy to proceed with an investigation into the complaint on this basis.

10 Investigation

10.1 An investigation is primarily an information gathering exercise and will be carried out in a thorough and rigorous way, with due consideration to the seriousness of the complaint. It will be fully documented by the Investigator.

11 Possible Outcomes of the Investigation

11.1 The Investigator may decide there is no case to answer and therefore the complaint is not upheld, and the complainant will be notified of this in writing.

11.2 The Investigator may decide that the complaint has some merit and will therefore be partially upheld.

11.3 The Investigator may decide that the complaint should be upheld and defer to the WCTSA Board, if necessary, for further action to be decided.

12 Notifying the Complainant

12.1 Following the investigation, the complainant will be notified in writing of the outcome of the investigation and any steps which will be taken because of the complaint.

13 Vexatious, Malicious or Repeated Complaints

13.1 If there's reasonable belief that a complaint is vexatious or malicious, then it will not be progressed. A complaint is vexatious or malicious if it's possible to demonstrate it is without basis and that it would tend to, or is being made with an intention to cause worry, upset, annoyance or embarrassment.

13.2 Complaints broadly or substantively the same as a previous complaint raised under any of the WCTSA's policies will not be progressed.

14 Right of Appeal

14.1 In the event of the complainant believing due process has not been followed, then they may formally appeal to the WCTSA Chairperson who will review the complaint, the process followed, the outcome and the application of any further action. The Chairperson's decision will be final.