

BINL COMPLAINT PROCEDURE & FORM



PROCEDURE FOR COMPLAINTS FOLLOWING EVENTS BEFORE, DURING OR AFTER MATCH

All complaints and/or queries following events before, during or after a match must be made in writing using the Complaints form below to the CV desk or via the BINL gmail account 'leaguesecretarybinl@gmail.com' marked:

FAO: **Complaints Secretary – AnnMarie Maylor**

The complaint and/or query must be received within seven days of the match in question and be titled **"Match Complaint"**.

Any such communication received after the seven days will NOT be considered as a complaint by the BINL.

COMPLAINTS PROCEDURE

1. On receipt of the communication it will be acknowledged and advise of the next BINL meeting, where the issue will be considered. This acknowledgement will be sent within seven days of *receipt* of the complaint (**Note:** the inbox is NOT checked daily)
2. Before the meeting each team and the 2 umpires (if appropriate) will be requested to submit a report regarding the event. Where it is deemed necessary other persons present at the match may also be asked to provide a report.
3. At the meeting all report(s) will be read to or by all those present.
4. If a decision is made at the meeting then the original report writer will be informed of that decision, in writing, within seven days.
5. Any other parties who need to be made aware of the complaint outcome will be notified within seven days.

APPEALS

6. A written appeal may be lodged with the complaints secretary by post and must be received within seven days of receipt of the complaint outcome.
7. All other parties will be contacted at the Committee's discretion, if relevant to do so.
8. Depending on the severity of the incident, the League may be forced to revert to Rule 11 of the BINL Constitution

FOLLOWING APPEAL

9. On receipt of the appeal a decision will be made whether an investigation / appeal hearing is necessary or if the appeal should be discussed at the next BINL committee meeting.
10. The appeal writer will be informed in writing within seven days of that decision.
11. If the appeal is discussed at the next BINL committee meeting and a decision is made then the appeal writer will be informed of the decision in seven days.

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Name:		Affiliated Club (if applicable):
Date of Complaint:		Name of individual(s) involved:
Match Date: Time: Opposition:		Umpires:
Infringement complaint relates to:		
Details of your complaint:		



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Details of members involved (*if applicable*):

What action(s) if any, were taken to resolve the issue?

Details of action taken after the incident:

All of the above facts are a true record of the Complaint

Signed Date.....

Print name