

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 (copy attached) to the CV desk or via the BNL hotmail account, marked:

FAO: Complaints Secretary (Debbie Rolinson)

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 BNLC.

COMPLAINTS PROCEDURE

1. On receipt of the communication it will be acknowledged and advise of the next BNL meeting, where the issue will be considered. This acknowledgement will be sent within seven days of *receipt* of 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.

FOLLOWING APPEAL

8. 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 BNLC meeting.
9. The appeal writer will be informed in writing within seven days of that decision.
10. If the appeal is discussed at the next BNLC meeting and a decision made then the appeal writer will be informed of that decision in seven days.
11. Should the BNLC wish to hold an appeal hearing or investigation meeting then it will be held at a date and time agreed with all parties. The BNLC will decide who will form part of a sub-investigation committee. (SIC)
12. Where two or more people are involved from different clubs then their 'evidence' will be held independently.
13. The SIC will not decide the outcome of the meeting whilst the invited parties are present but will relay that decision to them, in writing, within seven days of the appeal meeting being held.