



OLD GIRLS PLAY TOO® – COMPLAINTS POLICY.

Old Girls Play Too® is committed to dealing with all complaints fairly, promptly, respectfully and confidentially.

Old Girls Play Too® is committed to providing a welcoming, inclusive and positive environment where women aged 40+ can enjoy recreational sport with confidence. We value feedback and recognise that concerns or complaints provide an opportunity to improve the quality of our activities, services and experiences.

We are committed to dealing with all complaints fairly, promptly, respectfully and confidentially.

Old Girls Play Too® will:

- Listen carefully to concerns raised by participants, volunteers, partners and members of the public.
- Treat every complaint seriously and without discrimination or prejudice.
- Respond to complaints in a timely, fair and transparent manner.
- Respect the confidentiality of everyone involved, sharing information only where necessary to investigate and resolve the matter.
- Take appropriate action where concerns are upheld and identify opportunities to improve our practices.
- Ensure that no individual is treated unfairly for raising a genuine concern or complaint in good faith.

If a participant, volunteer or member of the public wishes to make a complaint, they should raise the matter with a Board Member as soon as possible, providing as much information as they can about the issue.

Where appropriate, efforts will be made to resolve concerns informally in the first instance. If this is not possible, or the complaint is of a more serious nature, a formal investigation will be undertaken.

A written record of the complaint will be maintained, and the complainant will be kept informed of the progress and outcome wherever appropriate. Complaints will normally be acknowledged within five working days and investigated in accordance with the Old Girls Play Too® Complaints Procedure. Wherever possible, complaints will be resolved within 20 working days.

Where a complaint involves safeguarding, discrimination, harassment, bullying, misconduct or any matter that may constitute a criminal offence, the relevant Old Girls Play Too® policies will be followed, and where necessary, the appropriate authorities, including the Police, will be informed immediately.

Old Girls Play Too® is committed to learning from complaints and using feedback to continually improve the experience we provide for our community.

This Complaints Policy will be reviewed periodically throughout the year and no less than annually.