



BICTSF Complaints Policy

When something goes wrong, we need to be informed to help us improve standards within our sport.

The BICTSF will keep all complaints confidential. If you make a complaint, you will be treated with respect, and we expect you to treat our staff, directors and other BICTSF members in the same way.

1. Who Can Complain?

1. A complaint may be made by any member, individual, or organisation against any member, individual or organisation within the jurisdiction of the BICTSF.
2. Complaints will only be entertained if the complainant identifies him/herself fully but any complaint will be treated in confidence.

2. What Is The Time Limit for Making a Complaint?

Complaints should normally be submitted within 28 days of the event(s) concerned or within 28 days of becoming aware that you may have some reason to complain. The BICTSF has the discretion to waive this time limit if there are valid reasons why a complaint could not be submitted within the above timescale.

3. To Whom Do I Complain?

All complaints should be submitted in the first instance to the BICTSF Secretary. In the event of the complaint be against the Secretary personally it should be submitted to the BICTSF Treasurer.

4. How Do I Complain?

Any complaint can be made in writing or by email to:

The BICTSF Secretary
Edmonton House
Bisley National Shooting Centre
Brookwood
Woking GU24 0NP
E-mail: secretary@bictsf.com
E-mail: treasurer@bictsf.com

The BICTSF requires that for all complaints to be assessed, a written account of the complaint is necessary and should be contained within the letter or email. Complainants are welcome to informally discuss the complaint beforehand with the secretary or any director of the BICTSF if they wish.

5. What Format Should My Formal Complaint Take?

1. The following are guidelines for making a formal Complaint:
2. Clearly head your complaint "Formal Complaint".
3. Provide a record of events, with as much information as possible. Please provide a copy of any relevant documents.
4. If you have informally discussed matters with the secretary or any director of the BICTSF please give their full name and provide details of the conversation.
5. Write clearly and concisely the exact nature of your complaint. If you have difficulty expressing yourself in writing, you could ask a friend or relative or outside agency (eg the Citizen's Advice Bureau) to help you.
6. State clearly what you believe the BICTSF should have done differently.



Mail to: secretary@bictsf.com

7. State clearly what you would like to happen as a result of making the complaint but please note that any disciplinary action or sanction will remain the sole preserve of the Board.

6. What Will Happen After I Submit My Formal Complaint?

The Board of BICTSF will establish a Complaints Panel to review your complaint and make a judgement as to the merits of your complaint, considering the full terms of the complaint. The Complaints Panel's assessment will then be passed to the BICTSF Board for final consideration before a response is issued and any action instigated. Representations in person will be at the sole discretion of the Complaints Panel as will any personal witness attendance.

7. When Will I Receive a Response To My Formal Complaint?

You will receive an acknowledgement of your formal Complaint within seven working days (excluding public holidays) of your formal Complaint being received by the BICTSF.

The BICTSF will send you a written response to your formal complaint as soon as is practicable.

8. Appeal

If you are not satisfied with the response received to your complaint you may lodge an appeal by writing to the Chairman at the address below or e-mail to chairman@bictsf.com. In the event of the complaint being against the Chairman personally it should be directed to the Vice-Chairman at the address below or e-mail to vicechairman@bictsf.com. The Board of BICTSF will establish a Panel of Appeal to consider your appeal and you will be notified of its finding in due course. Representations in person will be at the sole discretion of the Panel of Appeal as will any personal witness attendance. The decision of the Panel of Appeal will be final and no further representations will be entertained.

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