



Complaints Policy – Cobras Basketball Club Ltd

1. Purpose

Cobras Basketball Club is committed to maintaining high standards of conduct, fairness, and transparency in all club activities.

This policy provides a clear process for raising and resolving complaints relating to club operations, staff, volunteers, coaching, communication, or services.

The club aims to handle complaints respectfully and professionally in accordance with **UK General Data Protection Regulation** principles where personal data is involved.

2. Who Can Make a Complaint

Complaints may be made by:

- Players
 - Parents or guardians
 - Coaches
 - Volunteers
 - Staff members
 - Club members
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3. What Can Be Complained About

The club will consider complaints relating to:

- Coaching or training delivery
- Behaviour of club representatives
- Communication issues
- Safeguarding concerns
- Administrative or operational matters
- Data protection concerns

- Club facilities or event organisation

Safeguarding concerns should be reported immediately to the Club Welfare Officer.

The club Welfare Officer is responsible for child protection matters.

4. How to Make a Complaint

Complaints should be submitted in writing via:

- The club website contact system
- Official club email channels: info@cobrasbasketballclub.com
- Direct communication with club administration

Complaints should include:

- Name and contact information
 - Description of the issue
 - Date and location of the incident (if applicable)
 - Any relevant supporting information
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5. Response Time

The club will acknowledge receipt of a complaint within **7 working days** where possible.

The club aims to resolve complaints within **28 days** of receipt.

Complex complaints may require longer investigation time, and the complainant will be kept informed.

6. Investigation Process

The club will:

- Review relevant information
- Speak to involved parties if necessary
- Consider safeguarding implications
- Protect confidentiality where appropriate
- Follow club governance and conduct standards

Personal data obtained during investigations will be handled securely.

7. Confidentiality

Complaint information will be handled with discretion.

Information may be shared only with authorised club officials or where required by law.

Data handling will follow UK data protection requirements under the **Data Protection Act 2018**.

8. Escalation

If the complainant is not satisfied with the outcome, they may:

- Request internal review by club management or board representatives
 - Contact relevant sporting or regulatory organisations if appropriate
 - Submit a complaint to the **Information Commissioner's Office** for data-related matters
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9. Malicious or Repeated Complaints

The club reserves the right to take action if complaints are:

- Frivolous
 - Abusive
 - Intended to harass club staff or volunteers
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10. Policy Review

This policy will be reviewed annually by Cobras Basketball Club Ltd.

Contact

Cobras Basketball Club Ltd
www.cobrasbasketballclub.com

The Cobras Team



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