

# **WILLAMETTE VALLEY BABE RUTH BASEBALL**

## **Compliments and Complaints**

### **Policy and Procedure**

#### **1. Our Aim**

Willamette Valley Babe Ruth Baseball, Inc. (“WVBR”) is committed to develop and operate a youth baseball program in affiliation with Babe Ruth League, Inc. (“BRL”), in conformity with and pursuant to the principles, rules, and regulations promulgated by BRL. The objective of WVBR is – through the medium of supervised, competitive baseball program guided and governed by BRL – to implant in the youth of the community ideals of good sportsmanship, honesty, loyalty, courage and reverence so that the youth of the Willamette Valley may be finer, stronger and happier who will grow to be good, clean healthy adults. One of the ways in which we can continue to improve our organization is by listening and responding to the views of our member areas, coaches, players, parents, umpires, volunteers, and other participants, and by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- submitting a compliment or complaint is as easy as possible;
- we welcome compliments, feedback and suggestions;
- we treat a complaint as a clear expression of dissatisfaction with our organization which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.; and
- we learn from complaints, use them to improve our organization, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our goals are to:

- resolve informal concerns quickly;
- keep matters low-key; and
- enable mediation between the complainant and the individual to whom the complaint has been referred when appropriate.

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints.

#### **2. Definitions**

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

### **3. Complaints**

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

### **4. Responsibilities**

Willamette Valley Babe Ruth Baseball's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a reasonable period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint first, to their coach's or area director's attention, as applicable, as soon as reasonably possible after the incident giving rise to the complaint takes place;
- raise concerns promptly and directly with their coach or area director;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow their coach or area director a reasonable time to deal with the matter; and
- recognise that some circumstances may be beyond their coach's and area director's control.

### **5. Confidentiality**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and WVBR maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

### **6. Complaints Procedure**

Written records must be maintained by WVBR and each involved member area at each stage of the procedure.

## **Stage 1**

In the first instance, complaints must be submitted to the applicable coach or area director. The coach or area director must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved by the coach or area director. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

## **Stage 2**

If the complaint cannot be resolved informally, the complainant should be advised that a formal complaint may be made and the following procedure should be explained to them.

- a) A formal complaint can be made either verbally or in writing. If in writing the attached form should be used. If verbally, a statement should be taken by the coach or area director and the coach or area director shall complete the attached form.
- b) All formal complaints must be passed on to the Sportsmanship and Coaches Committee. In the event of a complaint about a coach, the complaint should be passed to the area director. If the complaint is about an area director, the complaint should be filed directly with the Sportsmanship and Coaches Committee.
- c) The coach, area director, or Sportsmanship committee, depending on the nature of the complaint, must acknowledge the complaint in writing within 48 hours of receiving it.
- d) One of the above will investigate the complaint. Any conclusions reached should be discussed with the subject of the complaint. If possible, the identity of the complainant shall be held in confidence during this discussion.
- e) The person making the complaint will receive a response based on the investigation within one weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

## **Stage 3**

- a) If the complainant is not satisfied with the above decision then the complainant may appeal the decision to the Sportsmanship and Coaches Committee.
- b) The Sportsmanship and Coaches Committee will examine the complaint and may wish to carry out further interviews and examine files and/or notes. They will respond within one weeks in writing of receiving the appeal request. The decision of the Sportsmanship and Coaches Committee will be final.