



Checklist for Complaints

Anyone wishing to make a complaint should refer to the following checklist to ensure all correct procedures have been followed:

The lowest level at which a matter can be dealt with shall always be preferred e.g. if a complaint involves people operating at club level then the complaint should be reported to and resolved by the relevant club.

Checklist		Tick Box
Step 1:	Complainant has attempted to resolve problem with respondent	<input type="checkbox"/>
Step 2:	The Club/Zone MPIO has been contacted as:	
	Step 1 was not possible/reasonable	<input type="checkbox"/>
	Complainant is not sure how to handle the problem	<input type="checkbox"/>
	Complainant wishes to speak confidentially with a MPIO	<input type="checkbox"/>
	Complainant requires more information about what they can do	<input type="checkbox"/>
	The problem continues after the complainant approaches the respondent	<input type="checkbox"/>
Step 3:	After talking with the MPIO the complainant decided:	
	That there is no problem	<input type="checkbox"/>
	The problem is minor and the complainant does not wish to take the matter forward	<input type="checkbox"/>
	To try to work out own resolution (with or without a support person)	<input type="checkbox"/>
	To seek a mediated resolution with the assistance of a third person (such as a mediator)	<input type="checkbox"/>
	To seek a formal approach	<input type="checkbox"/>