



Bagshot Playing Fields Association

Complaints Policy & Procedures

The BPFA Pavilion,
College Ride,
Bagshot,
Surrey. GU19 5ET

1. Policy Statement

The BPFA is committed to handling complaints fairly, effectively and in a confidential manner.

Scope

This policy applies to all members of the public using the BPFA facilities, all volunteers and support staff.

2. How to make a complaint

Who can complain: Anyone who has a complaint can use this procedure.

How to complain: Complaints can be made verbally to the Chair, Jackie Burchall, or writing via email to her at jackie@burchall.com.

Please provide as much detail as possible, including your contact information, a clear description of the issue, the date it occurred, and any relevant documentation.

3. Complaints Procedure

Stage 1 : Initial Investigation

Who investigates: The complaint is assigned to the current Chairperson of the BPFA .

Acknowledgement: The complaint will be acknowledged within 10 working days.

Response: A full response will be provided within 20-30 working days. If more time is needed, the complainant will be informed with a new expected timeline.

Content of response: The response will clearly explain the conclusion, the reasons for it, and any actions taken.

Stage 2 : Escalation

If the complainant is not satisfied with the Stage 1 response, they can request it be escalated.

Who investigates: One of the current board of Trustees.

Response: A final decision will be provided within 20 working days.

4. Review & Improvement

The charity will use the information from complaints to make improvements to its services and procedures.

5. Confidentiality

All complaints will be handled confidentially, except where disclosure is required by law.

6. Document Control

Approved by Committee :	13/01/2026
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