



Complaints Policy & Procedures

Committee Member Responsible: League Secretary

Approved By: BRL Management Committee

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Complaints Policy and Procedures

1. Filing a Complaint

- Complaints must be submitted within 10 days of the incident.
- Complaints should be made in writing via email to the League Secretary.

2. Committee Review

BRL will:

- The committee will discuss the complaint at the next committee meeting and issue a ruling.
- An early management meeting may be called if it is deemed necessary.
- If necessary, the committee may postpone the decision to collect additional evidence.
- The committee can request in-person statements in addition to the written complaint.

3. Outcome

- The outcome of the committee's decision will be communicated in writing to the complainant.
- Any penalties or actions resulting from the decision will be applied..

4. Appeals Process

- Appeals must be submitted to the league secretary in writing within **10 days** of receiving the committee's decision.
- A panel of league members will convene to review the appeal.

The panel has the authority to:

- Overrule the committee's decision.
- Lessen any penalties imposed.
- Add additional penalties.
- Uphold the original decision.

5. Final Ruling

The panel's decision is final and binding on all parties involved.

This procedure ensures a clear and fair process for handling complaints and appeals