

## COMPLAINTS POLICY

The Complaints Policy of the Greyhound Board of Great Britain exists to allow for complaints to be made either about our conduct or the conduct of tracks or individuals operating within the GBGB Rules of Racing.

Separately, if you have a welfare concern about a registered racing greyhound, please dial our confidential Welfare Hotline on 020 7822 0917. The line is available 24 hours a day, seven days a week. You will be prompted to leave a voicemail message giving as much information as you can so that our team can investigate your concerns fully and ensure appropriate action is taken.

### How to make a complaint

- Complaints should be sent by email to [complaints@gbgb.org.uk](mailto:complaints@gbgb.org.uk) or by post marked FAO Welfare & Integrity Services, Greyhound Board of Great Britain, Genesis House, 17 Godliman Street, London, EC4V 5BD
- Individuals raising concerns over the telephone will be asked to put their complaint in writing to the above email or postal address.
- To enable GBGB's complaints process to function as effectively and efficiently as possible, all complaints should be directed to the above email or postal addresses. Complaints from members of the public, sent to individual GBGB staff emails will not enter the complaints process.
- An automatic acknowledgment will be sent to confirm that an email has been received through the complaints email account. Individual complaints will then be acknowledged once read (if contact details have been provided\*), unless the subject of the complaint has generated multiple similar complaints (see 'multiple complaints' below).
- Anonymous complaints will be investigated, but GBGB encourages individuals to leave contact details to enable clarification or further details to be requested if necessary. Individuals who would prefer to remain anonymous may wish to use the Welfare Hotline detailed above.

### How complaints are managed

- The procedure by which the complaint will be investigated, and possible outcomes is illustrated in the complaints flowchart [here](#).
- Complainants will be individually notified of the outcome of their complaint\* unless the subject of the complaint has generated multiple similar complaints (see 'multiple complaints' below).

### \* Contact Details

- Complainants wishing to receive an acknowledgement and response should provide a full name, address, and email address.

## **Instances where GBGB may not respond to complaints**

- GBGB is committed to dealing with all complaints comprehensively and is committed to utilising information received in this manner to improve greyhound welfare and uphold the integrity of racing. We expect GBGB staff to handle complaints politely and ask that complainants behave in the same way. Complaints will not typically be refused, however, GBGB will reserve the right to refuse to reply to a complainant if subject to abusive, offensive or discriminatory language.
- GBGB reserve the right to suspend communication if an individual makes the same complaint repeatedly, despite previously being sent a response stating that the matter is unfounded or has been addressed. Any new issues raised will be processed as a separate complaint.
- GBGB may also suspend communication if a complaint or contact is deemed to be vexatious in nature in a way not detailed within the points above e.g. If a point is being pursued regardless of its merits, solely to harass, annoy or subdue or is unreasonable, without foundation, frivolous or unwarranted.

These types of contact can hinder the investigation of an individual's, or others' complaints and/or cause considerable resource issues for GBGB, affecting the service we are able to provide.

## **Multiple complaints concerning the same subject**

- The GBGB Welfare and Integrity Department is comprised of a small and focused team. In order to ensure that resources are used effectively and time is spent investigating the subject of complaints, multiple complaints about the same subject (including those where it appears that a template letter or email is being used) will not be processed individually but will be summarised into a single complaint and logged as such.
- Where the number of items of correspondence on a single subject of complaint totals 5 or more it may not be possible to acknowledge or respond to each individual complaint, but please be assured that the issues raised will still be assessed and acted upon where necessary.
- The outcome of the complaint may be communicated via a template response, a statement on the GBGB website, or the publication of a disciplinary process outcome (a local inquiry or disciplinary inquiry) in the GBGB Calendar. All GBGB Calendars are published on the GBGB website here <https://www.gbgb.org.uk/about/publications/>.

## **Appeals**

- If an individual is not satisfied with the outcome of their complaint they may appeal. To do this, they must contact [complaints@gbgb.org.uk](mailto:complaints@gbgb.org.uk) within ten working days of the date or publication date (if the subject of multiple complaints) of the complaint response. The complaint will then be reviewed by a GBGB Independent Director who will consider whether the complaints process has been followed correctly. This review will be carried out by an Independent Director who has not been involved in the original investigation or handling of the complaint, who will communicate the outcome to the complainant. The decision of the Independent Director in such instances will be final.