

NWG Escalation Process

This Escalation Process outlines the steps available if a complaint remains unresolved following the club's Complaints Procedure. This process should be read in conjunction with our Complaints Procedure and other relevant club policies.

1. Internal Escalation

- If you are dissatisfied with the outcome of a formal complaint, you may request a further review.
- Requests for escalation should be submitted in writing within a reasonable timeframe of receiving the original outcome.
- A senior member of management, not previously involved where possible, will review the complaint and prior handling.

2. External Escalation

- Where appropriate, matters may be referred to relevant governing bodies, regulatory authorities, or external organisations.
- Safeguarding concerns may be escalated to statutory agencies in line with safeguarding procedures.

3. Final Decision

- Following review, a final written response will be provided.
- The decision reached at the conclusion of the escalation process will represent the club's final internal position.

4. Fairness & Transparency

- All complaints will be reviewed objectively and proportionately.
- The club aims to ensure that all parties are treated respectfully throughout the process.

5. Monitoring & Review

- Escalated complaints may be reviewed to identify lessons learned and opportunities for improvement.



- This process will be reviewed periodically to ensure it remains fair, effective, and aligned with best practice.