



Complaint procedure

All referees that are used in the casual league are FA qualified level 7 or above. We ask all players to respect the referee's decision during the match. The referee will always get the final decision.

If your team have any issues with the referees' decisions or with the opposite team and feel like you want to take this further, please can your captain have a respectful conversation with the referee after the game has been played and follow the below procedure:

To make a complaint please speak to the referee after the game has been played.

If you would like to take the complaint further, please let the ref know you will be issuing a formal complaint to the BWFCL core team.

Please email the core team through our website:
<https://www.bwfcl.co.uk/contact>
with a match report with all relevant details.

The BWFCL core team will then investigate

The Core team will obtain a match report from Ref & opposition team if needed.

The core team will be in contact with all parties involved with an update and outcome of the complaint.