

STB Board Call – 26/02/18 (Start Time: 9:30pm)

Attendees: Martin Williamson (Chair), Sheila Chalmers, James Claxton, Gareth Deans, Kenny Jamieson, Jennifer McQueen, Calvin Murray, Andrew Nairne, Moira Nairne.

Apologies: Louise Gillespie

Summary:

The call was hosted in order to come to a resolution on the current open complaints addressed to the Board, these were discussed individually throughout the session:

- (1) Scottish Masters Complaint *2
- (2) National League Stop 1 Complaint *4
- (3) Team Selection Complaint

Due to the volume of the complaints, and similar themes throughout a few of them, the Board best decided to respond to each complaint individually, but providing a largely generic reply. Within this generic reply however, it will point to a further Action Plan that the board will work through to demonstrate resolution of the complaints raised. The action plan will include our measures on improving the themes of:

- Lane conditions
- Public Bowling adjacent during tournaments
- Perceived Slow Play

Actions:

- *(Calvin Murray): To draft action plan and share with members through FB and distribution list*
- *(Calvin Murray): To support the speed of our complaint management going forward, the role of Tournament Manager is to be made clearer, and we are to document Board members who will be acting Tournament Manager at each tournament going forward. Calvin will share his current view on the R&R of tournament manager*
- *(Gareth Deans/Calvin Murray): Consider and provide options on centralised storage of documentation between the Board members in order to more easily access key documents*
- *(James Claxton): Contact Bowl to attempt to tape lanes, discuss lane machine maintenance*
- *(James Claxton/Martin Williamson): Test out lane conditions following machine/lane maintenance prior to Adult Doubles. Go public with this testing in order to provide membership with confidence we're taking steps to improve*
- *(Martin Williamson): To draft up individual replies to each complaint from the Board mailbox, referring to the future action plan*
- *(Sheila Chalmers): Liaise with Bowl manager over the phone to resolve complaint.*
- *(James Claxton): Explore Public Liability Insurance – what do the STB need to do.*
- *(Andrew Nairne): Handicap structure in National League to be investigated*

Complaint Notes

(1)

- Discussion was had around the complaint related to the timeliness of the starting of the women's section -> **This will be addressed in the individual reply, and apology issued**
- Board in agreement that public adjacent is attempted to be avoided if possible, however it is difficult to avoid this due to the loss of revenue to the bowling alley
- **Proposal to be documented in action plan:**
 - **Ayr Bowling Alley Agree to offer Buffer Lanes to STB free of charge**
 - **Other bowling alleys won't be as generous – vote to go out to general membership on whether they'd like buffer lanes as standard in all tournaments, however they**

will have to directly incur this cost through lineage. From there, we either pay for buffer lanes, or the Tournament Manager does their best on the day to make the public adjacent aware of general bowling etiquette.

(2)

- Similar sentiments expressed as complaint 1
- Additional point around Public Liability Insurance to be explored though -> **This will be addressed specifically in the complaint reply**

(3)

- Sentiment of the Bowl conditions being unsatisfactory are absolutely taken on board, and as a result there is an improvement plan being put in place to help support the centre with improving conditions.
- Slow play issue also taken on board -> **General tournament rules to be amended to include tournament manager discretionary warnings to players who appear to be playing slow. Repeated instances of this in one tournament could result in disqualification.**
- **Specific question that is referred to being answered in the complaint will be addressed specifically in the complaint reply**

(4)

- Similar sentiment to the unsatisfactory conditions of Bowl as per complaint 3.

(5)

- Similar sentiment to unsatisfactory conditions of Bowl as per complaints 3 & 4.
- Additional points around National League handicap structure and proposed solutions are very interesting, and will be considered by the board. -> **Separate action with Andrew to clarify handicap structure and improvements. Separate reply to be issued on this after Andrew's investigation.**

(6)

- Anonymous letter about team selection appears to be making assumptions about squad placings as per previous ranking years. There was no documentation anywhere to suggest that we would be selecting squads this year, when in fact last year's teams were based on top 6 in rankings
- The Board communicated next year's team selection criteria to mimic this year's selections which show a transparent top 6 selection for our international tournaments
- **Kenny to draft reply to retain anonymity of the person who submitted the complaint/enquiry**

(7)

- Complaint made by the Bowl manager regarding the over-running of the tournament -> **Sheila to respond verbally, issuing apology and working further on ensuring the appropriate time scheduled for tournaments.**