

# COMPLAINTS PROCEDURE

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## INTRODUCTION

**UK Sports Institute** is committed to providing high-quality customer service.

**UK Sports Institute take complaints seriously and use information from them to help us improve our services.**

This procedure describes UK Sports Institute's complaints procedure and how a complaint can be made. It also sets out what a complainant can expect from UK Sports Institute.

### **Guiding Principles**

- We are committed to resolving complaints effectively and without undue delay.
- Wherever possible we will try to resolve complaints informally but if we can't we provide a clear escalation route that is fair and impartial.
- If we have got something wrong, we will apologise and take prompt action to put the matter right. If we can resolve the complaint by clarifying our position or explaining our decision-making process we will do so.
- We will be open and honest and ensure that the complainant is not disadvantaged in future dealings with us because of the complaint.
- We will respect the complainant's privacy and ensure that the complaint is treated confidentially.

### ***What is a complaint?***

UK Sports Institute regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of our service.

### ***What complaints fall under this procedure?***

UK Sports Institute can accept complaints under this procedure about things like:

- delays in responding to enquiries and requests
- failure to provide a service
- our standard of service
- our policies
- treatment by or attitude of a member of staff
- our failure to follow proper procedure.

A complaint may involve more than one service or be about someone working on our behalf.

### ***What can't be dealt with under this procedure?***

There are some things we can't deal with through our complaints procedure. These include:

- any matter regarding information on funding of a sport or athlete.
- requests for compensation

If other procedures or rights of appeal can help resolve these issues, we will provide the complainant with information and advice to help.

### **Who can complain?**

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service.

### **How can a complaint be made?**

A complaint can be made by phone, in writing or email to [complaints@uksportsinstitute.co.uk](mailto:complaints@uksportsinstitute.co.uk).

The complainant will need to provide:

- a full name and address;
- as much information as they can about the complaint;
- what has gone wrong, reasons for dissatisfaction and copies of any background information;
- how they want us to resolve the matter.

### **Is there any time limit on making complaints?**

Normally, a complaint must be made within 90 days of:

- the event complained about, or
- the complainant finding out that they have a reason to complain, but no longer than 6 months after the event itself.

In exceptional circumstances, UK Sports Institute may be able to accept a complaint after the time limit. In such circumstances the complaint should be referred to the UK Sports Institute CEO (National Director) for a decision.

### **What happens when a complaint is made?**

- If a complaint is made, we will ask the complainant, or their representative, to provide a name and contact details; we will only use this information for the purposes of handling the complaint and will not disclose it to anyone else.
- We may need to contact other parties in order to properly investigate your complaint. If the complainant does not wish us to, they must tell us although we reserve the right to refer serious matters to relevant enforcement authorities at any time.
- We will acknowledge a complaint within seven days and provide contact details for the member of staff looking into the matter.

Our complaints procedure has two stages:

#### **Stage one – frontline resolution**

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action is required to resolve the problem.

We will give our decision at Stage 1 in ten working days or less from the date of our acknowledgement but if we need longer to consider your complaint we will explain why and tell you when you can expect to receive a response.

If the complaint can't be resolved at this stage, we will explain why and tell the complainant what to do next. We might suggest that they take their complaint to Stage 2.

### **Stage two – investigation**

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation.

When using Stage 2 we will:

- acknowledge receipt of the complaint within seven days
- where appropriate, discuss the complaint with the complainant to understand why they remain dissatisfied and what outcome they are looking for
- give the complainant a full response to the complaint as soon as possible and within 20 working days of our acknowledgement.

If our investigation will take longer than 20 working days, we will let the complainant know. We will agree revised time limits with the complainant and keep them updated on progress.

### **What if the complainant does not consider the matter resolved?**

After we have fully investigated, if the complainant is still dissatisfied with our decision or the way we dealt with the complaint, they can ask the UK Sports Institute CEO to look at it.

The UK Sports Institute CEO ) **cannot** normally look at:

- a complaint that has not completed our complaints procedure
- a complaint that was investigated by UK Sports Institute more than 3 months previously
- a matter that has been or is being considered through legal proceedings.

### **When a representative makes the complaint**

At times, the complainant may be unable, or reluctant, to make a complaint themselves. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if they have evidence that they have the consent of the complainant to complain for them.

### **Raising a concern through the sports integrity service**

The Sport Integrity Service offered through Sports Resolutions can be used by all athletes, athlete support staff and office holders for relevant complaints either in addition or as an alternative to the channels set out in this policy. More details on this can be found in the Rules of Procedure held on the Sports Resolutions website.

In line with this policy the UKSI also reserves the right to refer a matter to the Sport Integrity service under the Rules of Procedure of that service.



In such circumstances all parties are required to cooperate with any investigation conducted by Sport Integrity.

### **Raising a concern through the MyConcerns portal**


In addition to the reporting concerns as outlined above all UKSI people can also use the Reporting Concerns Portal which is confidential. If the matter reported on the portal is not a safeguarding concern and should be more correctly dealt with under the procedures of this policy it will be referred from the portal to the relevant complaint handler under this policy.

## UK Sports Institute Complaints Handling Procedure

### Stage 1: Complaint Received

-  **Acknowledge Receipt:** Within 7 day and confirm whether Stage 1 or 2 timescales will apply.
-  **Decision:** Within 10 working days if the complaint is handled as a stage 1 complaint.

### Stage 2: Detailed Investigation Required

-  **Decision:** Within 20 working days, or inform the complainant of the expected response date if it will take longer.

### Review of Stage 1 and Stage 2 Complaints

-  **Inform Complainant:** A complainant can refer the complaint to the UKSI CEO/National Director within 3 months of the decision made at Stage 1 or 2.