



**BRITISH**  
TRIATHLON

# British Triathlon Complaints Policy

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## 1. Our commitment

1.1 The British Triathlon Federation is committed to providing a high-quality and first-class experiences through swim, bike, run. In working towards this, we aim to provide an excellent professional and responsive service to our members, affiliated clubs, partners, the public and stakeholders in line with British Triathlon's values.

1.2 Our values are;

### WE ARE PEOPLE CENTRED

- We openly support and challenge each other
- We are customer focused
- We nurture communities

### WE ARE AMBITIOUS

- We are dynamic
- We are innovative and creative
- We are passionate about doing our best
- We create positive impact

### WE ARE INCLUSIVE

- We remove barriers to involvement
- We connect people
- We have fun
- We work in partnership

### WE DO WHAT'S RIGHT

- We are honest and respectful
- We practice clean sport
- We are accountable

## 2. Policy statement

2.1 This is the policy of British Triathlon, Triathlon England, Triathlon Scotland, and Welsh Triathlon. It sets out the procedures for making a complaint and how a complaint will be handled. The policy ensures that a framework is in place to enable a complaint to be handled in a timely, fair and proportionate manner.

2.2 When a complaint is made we will:

2.2.1 Provide a consistent approach in dealing with all complaints.

2.2.2 Provide a system whereby a complaint can be dealt with promptly, fairly, and politely.

2.2.3 Treat the complaint and the complainant with courtesy, respect, and fairness at all times. We expect that the complainant will also treat our staff dealing with the complaint with the same courtesy, respect, and fairness.

2.2.4 Deal with the complaint swiftly, thoroughly, impartially, and confidentially.

2.2.5 Ensure that, where necessary a complaint is learned from.

2.2.6 Provide an effective response and ensure, where appropriate, the cause of the complaint is addressed.

- 2.2.7 Respect complainants’ desire for confidentiality wherever possible.
- 2.2.8 Not treat anyone less favourably than anyone else because of the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

**3. How to make a complaint**

- 3.1 If we have failed to uphold our values, fallen below the high service level standards you would expect of British Triathlon, Triathlon England, Triathlon Scotland, and Welsh Triathlon through and you wish to make a complaint you can write to us with specific details of your complaint in order for us to address your concerns effectively.
- 3.2 If you wish to make a complaint, you can do so by completing the form which is attached to this policy in Appendix A or sending an email to the relevant organisation using the contact details below.

<p>British Triathlon                  To: The Sport Integrity and Inclusion Manager                  Address: British Triathlon, PO Box 25, Loughborough, LE11 3WX                  Email: <a href="mailto:concern@britishtriathlon.org">concern@britishtriathlon.org</a></p>	<p>Welsh Triathlon                  To: The CEO                  Address: Welsh Triathlon, Sport Wales, Sophia Gardens, Cardiff, CF11 9SW                  Email: <a href="mailto:beverleylewis@welshtriathlon.org">beverleylewis@welshtriathlon.org</a></p>
<p>Triathlon Scotland                  To: The CEO                  Address: Triathlon Scotland, Airthrey Castle, University of Stirling, Stirling, FK9 5NS                  Email: <a href="mailto:welfare@triathlonscotland.org">welfare@triathlonscotland.org</a></p>	<p>Triathlon England                  To: The Sport Integrity and Inclusion Manager                  Address: Triathlon England Head Office, PO Box 25, Loughborough, LE11 3WX                  Email: <a href="mailto:concern@britishtriathlon.org">concern@britishtriathlon.org</a></p>

**4. How a complaint will be dealt with**

- 4.1 If you make a complaint, we will aim to;
  - 4.1.1 Acknowledge your complaint within five working days;
  - 4.1.2 resolve your complaint; and
  - 4.1.3 provide a full written response within twenty working days.
- 4.2 Your complaint will be investigated by the designated manager within British Triathlon, Triathlon England, Triathlon Scotland, or Welsh Triathlon. This manager is responsible for logging and coordinating any investigation or action in relation to your complaint and providing a response. If the manager cannot respond to you within twenty working days due to a more complex investigation, we will let you know.
- 4.3 If you are not satisfied with the response, outcome or the manner in which your complaint has been handled, you can request for your complaint to be reviewed.

This needs to be made within fourteen days of the date of the formal response setting out the reasons for the request.

- 4.4 Your complaint will be reviewed by a manager who was not previously involved and we will aim to provide you with a final response within twenty working days of your request. If we cannot respond to you within this timeframe, we will let you know. They will review the initial complaint, any investigation or enquiries carried out and the formal response provided. Following this, they will provide a final response. Please note that the response provided at this stage will be final there is no further escalation or appeals process.
- 4.5 If a complaint is received by the incorrect national association, for example Welsh Triathlon receiving a complaint in respect of Scotland, the complaint must be forwarded to the correct national association (in this case Triathlon Scotland) and the complainant must be informed that this action has been taken.
- 4.6 Circumstances of where a national association should not handle a complaint and may refer the matter to another National Association or British Triathlon are;
  - 4.6.1 It is a matter relating to the jurisdiction of British Triathlon such as Age Group Triathlon.
  - 4.6.2 It is the complainant or subject of the complaint in question
  - 4.6.3 It is in any way subject to a conflict of interest that may prejudice how it handles any aspect of the complaint.

## 5. Who can make a complaint?

- 5.1 Anyone, member or non-member, can make a complaint to British Triathlon, Triathlon England, Triathlon Scotland or Welsh Triathlon.

## 6. Policy coverage

- 6.1 This policy covers all issues relating to services or acts of British Triathlon, Triathlon England, Triathlon Scotland or Welsh Triathlon.
- 6.2 Complaints, relating to the conduct or behaviours of British Triathlon, Triathlon England, Triathlon Scotland or Welsh Triathlon, clubs, coaches, or members where there is an allegation of misconduct should be made using the Disciplinary Policy and Procedures. These can be found on the British Triathlon Website.
- 6.3 Complaints, allegations or concerns about safeguarding should be made by contacting the lead safeguarding officer at either; British Triathlon, Triathlon England, Triathlon Scotland or Welsh Triathlon. Should a complaint be raised to British Triathlon, Triathlon England, Triathlon Scotland or Welsh Triathlon which includes a safeguarding element, these will be managed by the designated lead safeguarding officer for the national association.
- 6.4 British Triathlon, Triathlon England, Triathlon Scotland and Welsh Triathlon registered clubs, should have their own complaints process and any complaints relating to club or committee disputes within remit of constitution, matters relating to the normal business of clubs or committees, the management of a club, their fees, rules and requirements should be directed to the club to respond to and are not covered by this policy.

- 6.5 Complaints relating to the performance or conduct of British Triathlon, Triathlon England, Triathlon Scotland and Welsh Triathlon staff should be directed to the HR department at [hr@britishtriathlon.org](mailto:hr@britishtriathlon.org).
- 6.6 A complaint may be referred to a third-party organisation where a complaint is considered to relate to a service that is provided jointly by British Triathlon, Triathlon England, Triathlon Scotland or Welsh Triathlon and a third-party organisation and following consultation with the third-party organisation, it is agreed that they are better placed to respond to the complaint.
- 6.7 A complaint relating to the British Triathlon World Class Programme or Elite Performance Pathway must be dealt with alongside the UK Sport Independence Elements Policy and Procedure.
- 6.8 There are some complaints not covered under this policy, such as:
- 6.8.1 Complaints not related to the sport of triathlon or British Triathlon, Triathlon England, Triathlon Scotland, or Welsh Triathlon.
  - 6.8.2 Personal disputes not related to the sport of triathlon.
  - 6.8.3 Complaints of a criminal nature which will be passed to the police and then investigated under the disciplinary regulations.
  - 6.8.4 Issues relating to non-permitted events delivered by third parties.
  - 6.8.5 Complaints or appeals in relation to triathlon events and the decisions made by officials, competitions and events held under the jurisdiction of British Triathlon, Triathlon England, Triathlon Scotland or Welsh Triathlon (e.g. sanctions and penalties).
  - 6.8.6 Complaints outside of the jurisdiction of British Triathlon, Triathlon England, Triathlon Scotland or Welsh Triathlon about partners, suppliers and sponsors and any organisation contracted to work for us.
- 6.9 The timescales in the Complaints Policy will be adhered to wherever possible. British Triathlon and the National Associations recognise that a degree of flexibility may be required when applying timescales. Therefore, if the timescales are not adhered to it will not invalidate the Complaints Policy or process.
- 7. Repeat, unreasonable, and vexatious or aggressive complaints**
- 7.1 Where a complainant remains unhappy with the outcome of their complaint, provided process has been followed, we are unable to take any further action. Repeat complaints about the same issue will not alter this.
- 7.2 At times complainants may become unreasonable, and vexatious or aggressive, causing undue stress for staff and volunteers and resulting in a disproportionate use of British Triathlon, Triathlon England, Triathlon Scotland, and/or Welsh Triathlon resources.
- 7.3 Unreasonable complaints are complaints that, because of the nature of the contact or frequency with which the complaint is pursued, hinder our ability to properly consider the matters at hand or place unwarranted demands on staff time. Unreasonable complaints may be justified grievances pursued in inappropriate ways, or they may be complaints which appear to have no

substance, or which have already been fully investigated or responded to.

7.4 Vexatious or aggressive complainants behaviour may include excessive and repeated attempts to contact staff and volunteers, pursuing multiple complaints against the organisation at the same time, making unreasonable demands of staff and volunteers, threats (including those of legal action) against staff/volunteers or the organisation, repeated raising of unreasonable complaints, making multiple complaints to multiple external organisations about British Triathlon, Triathlon England, Triathlon Scotland and Welsh Triathlon.

7.5 Where a complaint is deemed to be repeat, unreasonable, and vexatious or aggressive or is considered to have no basis or genuine substance, British Triathlon, Triathlon England, Triathlon Scotland, and Welsh Triathlon reserve the right not to investigate. In extreme cases of vexatious and/or persistent complaints disciplinary action against members and connected participants may be taken.

## 8. Confidentiality

8.1 All complaints are treated with confidentiality where ever possible.

8.2 We will respect anonymity and where a complainant wishes to make an anonymous complaint, they should be informed that their concern will be recorded and considered. However, it may be difficult for a complaints investigation to proceed without being able to verify who the complainant and who information is being shared with.

8.3 In certain circumstances for example where it is a safeguarding concern and requires referral to statutory agencies, we cannot guarantee that the details of the complaint will remain within British Triathlon, Triathlon England, Triathlon Scotland, and Welsh Triathlon. Where an allegation is made of a potentially criminal nature, external agencies such as the police must be notified, who may request details of the complaint held.

8.4 In line with data protection guidance we will protect personal or sensitive data during our complaint process and any record which we are required to retain. For more information about how British Triathlon, Triathlon England, Triathlon Scotland, and Welsh Triathlon will use your data, please see our Privacy Policy.

[British Triathlon](#)  
[Triathlon England](#)  
[Welsh Triathlon](#)  
[Scottish Triathlon](#)

## 9. Policy review

9.1 The Complaints policy will be kept under periodic review but not less than once every two years.

9.2 Specific audits may be undertaken of any part of the process, at the discretion of the British Triathlon.

FGROG027 - British Triathlon Complaints Policy

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**Appendix A  
Complaint form**

If you require further guidance please contact the relevant organisation and speak to the Responsible Officer for further advice.

Name	
Address	
Post Code	
Email Address	
Tel or Mobile	
Please give details of your complaint	
What actions, if any, have you taken, to date, to resolve the situation?	
Have you previously spoken to anyone about your complaint; if so, who? What was the response?	