



# **British Triathlon and the Home Nations Complaints Policy**



# 1. Introduction

- 1.1. British Triathlon and the Home Nations (Triathlon England, Triathlon Scotland, and Welsh Triathlon) are committed to providing great experiences through swim, bike, run to our members and non-members. In working towards this, we aim to provide a professional and responsive service in line with British Triathlon's values:
  - We are people centred
  - We are ambitious
  - We are inclusive
  - We do what's right
- 1.2. British Triathlon and the Home Nations welcome feedback of all types. We do recognise that there may be occasions where we fall short of expectations and individuals may not be satisfied. Sometimes things do go wrong, and we know we are not perfect. Sometimes we can put things right, sometimes we can only explain ourselves and apologise. But we want to learn from our mistakes, and we are committed to continually improving the service we provide. That's why we have this Complaints Policy, it provides a means of receiving and addressing complaints from individuals who are dissatisfied with the service of British Triathlon or the Home Nations. This Policy explains the process of how to make a complaint and what you can expect from us if you do.
- 1.3. British Triathlon and the Home Nations take all complaints received seriously and will provide a high quality and responsive service to the complaint.
- 1.4. When a complaint is made, we will:
  - 1.4.1. provide a clear and easy to follow complaint process.
  - 1.4.2. treat the complainant politely, with courtesy, respect, and fairness at all times. We expect the complainant to do the same for our staff dealing with the complaint.
  - 1.4.3. deal with the complaint promptly, fairly, thoroughly, impartially, and confidentially in line with this policy.
  - 1.4.4. provide an effective response and ensure, where appropriate, the cause of the complaint is addressed and learned from.
  - 1.4.5. not treat anyone less favourably or differently because of their age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.
  - 1.4.6. apologise if we have got something wrong and, where possible, act to put it right.
- 1.5. We will accept complaints from individuals under the age of 18, however, we may need to involve your parent or guardian to progress your complaint.

## 2. What this policy covers

- 2.1. This policy covers complaints raised by British Triathlon and the Home Nation members, volunteers, affiliated clubs and any other individuals who have dealings with British Triathlon or the Home Nations.
- 2.2. We regard a complaint as an expression of dissatisfaction or concern about the action or lack of action, apparent failings, or about the standard of service provided by British Triathlon or the Home Nations. You can complain about British Triathlon or the Home Nations under this policy where:
  - 2.2.1. you have received poor customer service or we have failed to meet your customer expectations.
  - 2.2.2. we have failed to follow appropriate administrative processes and/or not followed one of our policies or procedures.
  - 2.2.3. we have provided poor product quality or service.
  - 2.2.4. you have been treated unfairly.
  - 2.2.5. you have ethical concerns.
  - 2.2.6. you are dissatisfied with one of our policies or its impact.
- 2.3. There are some complaints British Triathlon, and the Home Nations will not consider under this policy or that must be dealt with under other British Triathlon or Home Nation policies:
  - 2.3.1. complaints relating to matters of sport integrity such as safeguarding children and adults, misconduct or inappropriate behaviour. To report a matter of sport integrity or to make a sport integrity complaint please email [concern@britishtriathlon.org](mailto:concern@britishtriathlon.org)
  - 2.3.2. complaints relating to the conduct or behaviour of British Triathlon and the Home Nations staff. These should be directed to the HR department at [hr@britishtriathlon.org](mailto:hr@britishtriathlon.org) and will be dealt with, if appropriate, in accordance with British Triathlon or the relevant Home Nation's staff disciplinary or capability policy. All parties involved in these procedures must ensure that they maintain the confidentiality of the process within and outside of British Triathlon or Home Nation, and as a result the complainant will be notified of the outcome only.
  - 2.3.3. complaints / disputes concerning matters or decisions of a club, body, organisation, association or committee within the remit of the relevant constitution (including, for example, matters relating to the normal business or decisions by individuals acting on behalf of the relevant club, body, organisation, association or committee). These must be made directly to the relevant club, body, organisation, association or committee to respond to in line with their rules.
  - 2.3.4. personal disputes not related to the sport of triathlon.
  - 2.3.5. issues relating to triathlon events delivered by third parties which have not been granted a permit by British Triathlon or a Home Nation.

- 2.3.6. complaints not related to the sport of triathlon or outside of the jurisdiction of British Triathlon and the Home Nations about partners, suppliers and sponsors and any organisation contracted to work for us.
  - 2.3.7. complaints of disagreement or challenge relating to decisions made under other British Triathlon or Home Nation policies or rules where there is a procedure for challenging that decision pursuant to those policies or rules such as an appeal.
  - 2.3.8. complaints which have been concluded in accordance with another policy or complaints which have been investigated and resolved in accordance with this policy.
  - 2.3.9. complaints in relation to permitted triathlon events and the decisions made by Technical Officials in accordance with British Triathlon competitions rules.
  - 2.3.10. some anonymous complaints. We will consider anonymous complaints, however, in the event that anonymity prevents us from investigating the matter appropriately then we reserve the right to advise that we are unable to accept such complaint.
- 2.4. Where British Triathlon or a Home Nation is unable to accept your complaint, we will advise you of why, explain the most appropriate policy for your matter to be addressed under (where relevant) and, with your permission, request that the relevant internal department initiate the appropriate process.

## **3. Informal complaints**

- 3.1. An informal complaint might be where someone just wants to make a comment, recommendation, air a concern, or provide feedback, or is a minor issue and does not require investigation or a formal response and they want to ensure that a member of staff is aware of the issue.
- 3.2. Informal complaints can be solved informally by staff directly involved and with the greatest knowledge of the specific situation by addressing the issue and working to resolve the matter as quickly, simply and informally while maintaining good working relationships with the person raising the issue.
- 3.3. If you have an informal complaint, then in the first instance the British Triathlon or the Home Nation member of staff or volunteer who has responsibility for the work/service provided will look into your concerns. They will work with you to understand why you are dissatisfied and, if possible, act to resolve the matter immediately without need for a formal process to be initiated.

## 4. Formal complaints

- 4.1. Where it has not been possible to achieve a resolution to a complaint informally, or the complaint is more complex and/or requires investigation the complaint will be handled under our formal process.
- 4.2. If you wish to make a formal complaint, please include all relevant and specific details of your complaint as soon as possible after the incident giving rise to the complaint. While time is not a barrier to raising a complaint complainants should appreciate that historic complaints more than three months after the incident may be challenging to investigate and respond to.
- 4.3. We recommend when making a formal complaint you include the following information: your name; contact details; membership number (if you are a British Triathlon or Home Nation member); full details of your complaint; any steps you have already taken to resolve your complaint, including the details of anyone at British Triathlon or Home Nation you have previously spoken to about your complaint; and attach any documents or information you would like to submit in relation to your complaint. Please send your formal complaint to either British Triathlon or the relevant Home Nation.

### **British Triathlon / Triathlon England**

Email: [concern@britishtriathlon.org](mailto:concern@britishtriathlon.org)

### **Welsh Triathlon**

Email: [welfare@welshtriathlon.org](mailto:welfare@welshtriathlon.org)

### **Triathlon Scotland**

Email: [welfare@triathlonscotland.org](mailto:welfare@triathlonscotland.org)

- 4.4. Where a formal complaint is received by British Triathlon or a Home Nation with incomplete information British Triathlon or a Home Nation may request further detail from you prior to commencing the formal complaint process.
- 4.5. If you require assistance in making your complaint, please let us know by contacting [concern@britishtriathlon.org](mailto:concern@britishtriathlon.org)
- 4.6. If a complaint is received by the incorrect Home Nation, the complaint will be forwarded to the correct Home Nation and the complainant will be informed.

## 5. Formal complaint handling

- 5.1. If you make a formal complaint, we will aim to:
  - 5.1.1. Acknowledge it within five working days. The acknowledgement will inform the complainant if the complaint is accepted or declined under this policy. If declined the acknowledgment will provide an explanation as to why the formal complaint has been declined. Reasons for declining a formal complaint may include (but may not be limited to), the complainant:

- 5.1.1.1. raising a complaint which cannot be dealt with under this policy.
- 5.1.1.2. not submitting enough information or evidence to warrant further action being taken, following a request to you for further information from British Triathlon or Home Nation raising a complaint which is vexatious, frivolous, unreasonable, persistent or repetitive.
- 5.1.2. Investigate your complaint and provide you with a response within twenty working days. Your complaint will be investigated to establish the facts by the designated manager within British Triathlon, or Home Nation and it may be necessary for the designated manager to obtain further evidence from the complainant and other relevant individuals. The designated manager is responsible for logging and coordinating any investigation or action in relation to your complaint and providing a final response. The manager's response will be final, there is no right of appeal.
- 5.1.3. Where a complainant remains unhappy with the outcome of their complaint, provided that proper and due process has been followed in accordance with this policy, British Triathlon or Home Nation will not take any further action. Repeat complaints about the same issue will not alter this.
- 5.2. If the designated manager cannot respond to you within twenty working days due to a more complex investigation, they will let you know along with expected completion date of the investigation and provision of the final response.
- 5.3. If a formal complaint is upheld, the designated manager may respond in any of the following ways:
  - 5.3.1. issue an apology on behalf of British Triathlon or Home Nation.
  - 5.3.2. indicate what service improvement will be made to prevent the problem reoccurring .
  - 5.3.3. make any other decision or proposed remedy as deemed appropriate and within British Triathlon or Home Nations power taking into account all of the circumstances of the complaint.

## **6. Vexatious, frivolous, unreasonable, persistent or repeat complaints**

- 6.1. While we acknowledge an individual's right to complain, we expect our staff and volunteers to be treated courteously at all times. Violent, abusive or discourteous language or behaviour towards British Triathlon or Home Nation staff and/or volunteers will not be tolerated and may result in the complaint of anyone engaging in such behaviour being rendered invalid. Where there is a threat or use of physical violence or verbal abuse towards

British Triathlon or Home Nation staff and/or volunteers, British Triathlon or Home Nation in its sole discretion may cease all communication with the relevant individual and the behaviour may be reported to the police and / or treated as a disciplinary matter.

- 6.2. Where a complaint and/or complainant is considered to be vexatious, frivolous, unreasonable, persistent or repetitive or is considered to have no basis or genuine substance, British Triathlon or the Home Nations reserve the right not to investigate and will write to the complainant explaining our decision and thereafter bring the communication to a close, no longer dealing with a complainant in relation to that complaint. In extreme cases, British Triathlon or the Home Nation reserve the right to take disciplinary action.
- 6.3. A complaint will be deemed vexatious or frivolous if it is reasonably believed to be initiated to cause annoyance or nuisance and/or causes undue stress for staff and volunteers and resulting in a disproportionate use of British Triathlon, or Home Nation resources. This may include excessive and repeated attempts to contact staff and volunteers, pursuing multiple complaints 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, or making multiple complaints to multiple external organisations about British Triathlon or a Home Nation.
- 6.4. A complaint will be deemed unreasonable where, because of the nature of the contact or frequency with which the complaint is pursued, it hinders British Triathlon or Home Nations 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.
- 6.5. A complaint will be deemed persistent if it is substantially the same as a previous complaint from that complainant and contains no fresh concerns, and/or information which significantly affects the account of the previous complaint.
- 6.6. A complaint will be deemed repeat if it is substantially the same as a previous complaint from a different complainant and contains no fresh information. If a complaint is received which relates to a matter which is already being considered under this policy, the additional complaint will be adjoined to the first complaint and will be considered as a whole. Where a complaint is received which relates to a matter already considered and finalised, the complainant will be advised that the matter has been considered previously and advised of the outcome. Their complaint will therefore be considered concluded on the same basis.

## 7. Confidentiality and data protection

- 7.1. All complaints are treated with confidentiality and British Triathlon or a Home Nation will not share your information without your permission. However, in order to investigate a complaint, it may be necessary to speak to the person(s) in respect of whom your complaint has been made and/or relevant witnesses (where appropriate). We will inform these parties that the details of the complaint should remain confidential.
- 7.2. British Triathlon or a Home Nation will also respect anonymity where a complainant wishes to make an anonymous complaint. Please note it may be difficult for a complaint investigation to proceed without being able to verify who the complainant is and who information is being shared with.
- 7.3. All personal data held in connection with a complaint will be held in accordance with the British Triathlon Data Protection Policy.

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