



## Complaints Policy

### Principles

1. Where possible Triathlon England will seek to resolve complaints informally at a staff, volunteer officer or committee level.
2. Where a complaint cannot be resolved informally, a formal complaint should be made in writing to the Chair of the Triathlon England Management Board (the Board). Formal complaints will be investigated by an individual or panel appointed by the Board unless the complaint relates to a member of the Board in which case it will be investigated by the Council or a member thereof.
3. It is intended that complaints procedures should be easily accessible, that all complaints are fully and fairly investigated, and that the complaints process should provide an effective response and appropriate redress.
4. Triathlon England will respect complainants' desire for confidentiality wherever possible.
5. Triathlon England will use the feedback provided by both informal and formal complaints to ensure that its systems and services are improved.

### What is a Complaint

6. A complaint is an expression of dissatisfaction with the conduct of the organisation, its committees, volunteer officers, athletes, or with alleged unfair practice in connection with the sport.
7. Grounds for a complaint shall include but shall not be limited to the following:
  - a. if the conduct of any individual, body, or organisation brings or is likely to bring the sport into disrepute;
  - b. the violation of Triathlon England regulations
  - c. a breach of any of the Rules or Codes of Conduct applicable from time to time to Triathlon England activities or members
8. A Complaint may be made by:
  - a. a member of Triathlon England,
  - b. the parent of or other person with parental responsibility for a member of Triathlon England, under the age of 18 years on his/her behalf;
  - c. a committee of Triathlon England through its Chair or other officer acting on its behalf; or

d. a person working for or on behalf of the Triathlon England; or any third party where the complaint concerns Triathlon England, its members or its activities

9. No complaints may be made under this policy against an employee of the British Triathlon Federation acting on behalf of Triathlon England and relating to any action taken in the course of his/her employment. Any complaint about such an action shall be dealt with through the employee's terms and conditions of employment as outlined in the Staff Handbook and should be addressed to the Chief Executive of the BTF, or the President of the BTF where the complaint concerns the Chief Executive.

10. No complaints may be made under this policy regarding decisions made by referees at competitions held under the jurisdiction of Triathlon England or decisions regarding team or squad selections. Appeals procedures exist in respect of these matters.

#### **Informal Complaint**

10. It is clearly desirable for any complaint to be resolved informally where possible and it is hoped that every attempt will be made to achieve this. An informal complaint can be made either verbally or in writing to the appropriate staff member, volunteer officer or committee of Triathlon England. Every effort will be made to resolve informal complaints to the satisfaction of the complainant. Where it has not been possible to resolve the matter informally, the Complaints Procedure should be invoked. The request should be made in writing to the Chair. If the complaint concerns the Chair the complaint should be made to the President of the Council. Formal Complaint

11. A formal complaint should be made in writing to the Chair where a complaint has not been resolved informally or where the matter is of a serious nature. Complaints of a serious nature would include gross misconduct, negligence or matters concerning the protection of young people or vulnerable adults. A written complaint shall only be considered if it includes the name, address and signature of the complainant. Verbal and anonymous complaints shall be disregarded.