

UK ATHLETICS COMPLAINTS PROCEDURE

UKA/Document Name/version	UKA/W33/1
Policy owner	David Brown CBE Lead Welfare and Compliance Officer
Applicable to	External
Approving body	Board committee
Date approved by approving body	20/12/2018
Next review date	14/12/2020

UK Athletics' approach to its Complaints procedure is characterised by an ethos of vigilance and of respect for UKA's integrity and control processes. The values of UKA are:

- We operate with **integrity**.
- **Communication** is timely and relevant to our specific stakeholders.
- We deliver **quality** performance through innovation and continual improvement.
- **Respect** is shown to everyone we deal with.
- We all have **accountability**.

Concerns and complaints will always be taken seriously; they will always be explored thoroughly and responded to in good time.

BACKGROUND INFORMATION

POLICY REQUIREMENT: Why does the policy exist? (Select one)

Legal requirement	<input type="checkbox"/>	<i>Enter relevant legislation:</i> Click or tap here to enter text.
Code of Sports Governance requirement	<input checked="" type="checkbox"/>	
Self-assessment requirement	<input type="checkbox"/>	
Best practice	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<i>Please state:</i> Click or tap here to enter text.

Document Purpose	To provide clear guidance on the process of making a complaint		
Target Audience	External customers of UKA		
Equality Impact Assessment (EIA) done?	YES <input checked="" type="checkbox"/>		
Name of Lead Officer undertaking EIA	Ralph Knibbs		

HAVE APPROPRIATE INTERNAL STAKEHOLDERS BEEN CONSULTED? (Select all that apply)

Consultees	Yes	No	N/A
Human Resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health & Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Finance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operations Management Group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
TV Events	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
UKA Colleague Action Group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

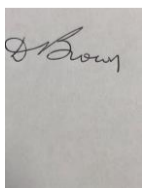
APPROVAL PATHWAY FOR THE POLICY?

(Select all that apply e.g. if it is a requirement that a policy is approved by both SLT and then Board both the SLT and Board boxes should be selected).

Approving body	Yes	
Board	<input type="checkbox"/>	
Board committee	<input checked="" type="checkbox"/>	<i>Enter committee name:</i> HR Remuneration Committee
Senior Leadership Team (SLT)	<input checked="" type="checkbox"/>	
Operations Management Team	<input type="checkbox"/>	
Performance	<input type="checkbox"/>	
TV events	<input type="checkbox"/>	

DOCUMENT REVISION: CONFIRMATION BY POLICY OWNER

I confirm that I have reviewed this document and:	Select as appropriate:
a) No changes are required.	<input checked="" type="checkbox"/>
b) Some minor editorial changes were required. These do not change the substance of the document.	<input type="checkbox"/>
c) There are material changes that are summarised in the document history table at the front of the revised document.	<input type="checkbox"/>



Signed:
 Name: David Brown CBE
 Title: Lead Welfare and Compliance Officer
 Date: 17/12/2018

Equality Impact Assessment

Section A

Date of screening	20/12/2018
Name of person and job title of the person screening	Ralph Knibbs (Head of HR and Welfare)
What is being screened?	UK Athletics Complaints Procedure

	Yes	No	Notes
Is this a decision being taken to the Board?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Is this a document that provides guidance for members of staff?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Click or tap here to enter text.

If the answer to any of these is yes, please go to Section B. If the answer is no, you do not require to complete an EQIA.

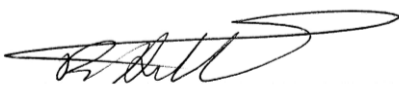
Section B

	Yes	No	Notes
Does the decision or policy impact disproportionately on gender and does the policy resolve this? (This can include pregnancy/maternity and marriage/civil partnerships?)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Click or tap here to enter text.
Does the decision or policy impact disproportionately on different age groups?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Click or tap here to enter text.
Does the decision or policy impact disproportionately on people from different ethnic groups?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Click or tap here to enter text.
Does the decision or policy impact disproportionately on disabled people?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Click or tap here to enter text.
Does the decision or policy impact disproportionately on people from different religions, faiths or beliefs?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Click or tap here to enter text.
Does the decision or policy impact disproportionately on people from different sexual orientations?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Click or tap here to enter text.
Does the decision or policy impact disproportionately on transgendered people?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Click or tap here to enter text.
Does this decision or policy potentially affect the health and safety of members of staff or other parties?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Click or tap here to enter text.
Any other changes to the policy required?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Click or tap here to enter text.

Signed:

Name: Ralph Knibbs

Date: 20/12/2018



DOCUMENT HISTORY

Revision Number	Date	Amendments
Original document Version 1	17/12/2018	This is the firstly created version of this procedure.
Click or tap here to enter text.	Click or tap to enter a date.	Click or tap here to enter text.
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UK ATHLETICS COMPLAINTS PROCEDURE

1. INTRODUCTION

UK Athletics is committed to providing high quality services in all areas of operation. We recognise that sometimes people may be dissatisfied with our services and/or may feel we have not treated them fairly and that they may wish to formally complain.

Concerns and complaints will always be taken seriously; they will always be explored thoroughly and responded to in good time.

We realise the learning opportunity presented by complaints to allow us the opportunity to put things right.

2. DEFINITION

We consider a complaint to be an expressed view that we have failed to perform or deliver a service that people can reasonably expect UK Athletics to provide. For example, this might be an expressed dissatisfaction about a policy, action, lack of action, or service provided either directly or indirectly by UK Athletics.

3. POLICY STATEMENT

The complaints system is designed to give us the opportunity to consider the matter and to respond accordingly, depending on the nature of the complaint.

4. PRINCIPLES

Complaints will be investigated seriously, objectively and promptly.

We will endeavour to resolve complaints without the need for external intervention.

Complaints will be investigated at each stage by an independent member of staff. Staff will not investigate complaints about their own actions.

Complainants will be treated fairly; UK Athletics will not discriminate against anyone because they have complained.

At each stage of the complaint process we will aim to resolve the complaint and to prevent it escalating.

The complaints procedure will not be used while legal action regarding the same issue or closely related matter is being undertaken, as the legal process takes precedence. We will usually defer beginning or suspend a complaint investigation immediately legal action is underway, either by UK Athletics or against UK Athletics.

5. SAFEGUARDING

Where a complaint has been referred to the local authority under its safeguarding procedures, the local authority safeguarding procedures take precedence over UK Athletics complaints procedure. UK Athletics will implement its own investigations once the local authority process is complete.

6. SUBMITTING A COMPLAINT

A complaint must be made within **14 days** of:

- a. the date of the event being complained about; **or**
- b. the last time a complainant contacted UK Athletics about the issue; **or**
- c. from when the complainant became aware of the issue.

Exceptions may be made where there are justifiable reasons which prevented the complaint being made earlier.

A complaint can be submitted by sending an email to David Brown CBE (Lead Welfare and Compliance Officer) at dbrown@uka.org.uk or posting a letter to Athletics Welfare, PO Box 332, Sale, Manchester M33 6XL.

If the Lead Welfare and Compliance Officer is implicated, then the complaint should be referred to the UK Athletics CEO by sending an email to Ellen Neal (Executive Assistant) at eneal@uka.org.uk.

To enable the complaint to be dealt with by the most appropriate process, can you please include as much factual information, such as:

- nature of the complaint;
- date of event in question;
- witnesses to the event in question;
- any evidence the complainant will be relying on;
- contact details of complainant.