



Complaints Procedure

Our aim is to support your journey as an athlete, parent or guardian of an athlete, or carer of an athlete competing in high performance sport. Occasionally, things do not go to plan and you have a comment/complaint that you would like us to investigate.

How to make a complaint

Please provide us with as much detail as you can to help us investigate your complaint (please place all complaints/comments in writing):

- Tell us what the problem is
- Tell us what you want to happen
- Provide information on any relevant communication with us on the subject, including, for example, any reference numbers on letters or emails, and the times and dates of any conversations
- Address your complaint to the person responsible if you have their name
- Please don't send copies of the same letter or email to multiple email addresses of the association.

Please send the complaint in the first instance to Admin@britishathletes.org

A complaint against The British Athletes Commission:

Each complaint will follow a staged approach:

Stage 1:

The complaint or comment, where possible will be directed to the member of staff responsible for that area of service, (if the concern relates to child safeguarding or athlete welfare the [BAC's Safeguarding Policy and Procedures](#) will be followed a response and investigation will be undertaken with the individual's immediate line manager.

Stage 2:

If the complaint/comment cannot be resolved at stage 1, it will be passed to the Executive Chair, Victoria Aggar (Victoria.Aggar@britishathletes.org) to review. If necessary an independent Commission of Inquiry can be organised to investigate the issue further.

A complaint against an NGB/Other Athlete/Athlete Representative

If you have concerns about the way you have been, or your child has been, treated within their sport and you wish to seek independent advice and support on a complaint then the below stages highlight the BACs approach to supporting you in this way. Similarly, if you wish to complain about the treatment you have received from another athlete or you have a complaint as to how your athlete representative has dealt with a matter then the following stages apply:

Stage 1:

The complaint or comment, where possible will be directed to the member of staff associated closest to the incident (if the concern relates to child safeguarding or athlete welfare this be directed to the BAC Lead Safeguarding Officer, and the [BAC's Safeguarding Policy and Procedures](#). The Individual officer will then communicate with both the person complaining and the NGB/individual the complaint is about.

Stage 2:

If you are unhappy with the response from the BAC in relation to your complaint, your complaint will be passed to the Executive Chair, Victoria Aggar. (victoria.aggar@britishathletes.org) for further comment. An independent commission can be called to examine the incident if necessary.

How we treat your complaints

When we receive a complaint, it is immediately referred to an appropriate staff member who will then carry out an investigation. We will acknowledge your comment/complaint within 3 days and reply in writing within 14 working days from the date we receive your complaint. If it is not possible for us to fully respond to you within this time, we will let you know and tell you what is being done to deal with your complaint, when you can expect the full reply and from whom. We will always acknowledge where things could have been done

better and tell you what will be done to avoid the same thing happening again. Equally, if we don't agree with your complaint, we will let you know why.

Please read this policy in conjunction with our Safeguarding Children and Young People Policy (specifically Appendix 3, pg 19, which details the process for reporting any concerns about the welfare of a child, or the behaviour of someone towards a child). The policy can be found on the [BAC website](#) and is referenced via live link throughout this policy.

If a complaint or comment relates to a concern about athlete welfare or child safeguarding, this will be directed to the BAC Lead Safeguarding Officer, and will follow the BAC's policy and procedures [BAC's Safeguarding Policy and Procedures](#).

Adopted by:	Board	Adopted date:	September 2017
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