



south west
academy
of sport

Complaints Procedure Policy

Owner: SWAS

Version: 2.0

Approved by: SWAS CEO

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Table of Contents

- 1. Introduction**
- 2. Formal Process**

1. Introduction

This procedure is for both external and internal complaints procedure. The internal procedure includes both informal and formal complaint processes. Internal & External

1.1 Internal & External Process

- (a) The complainant makes an initial approach to the following person, the CEO who then provides information about whether the matter will be accepted as an official complaint and about options for resolution.
- (b) The CEO must clarify whether the complainant wants them to act as a mediator or simply wishes to talk the matters through with them. If the complainant does not want them to help resolve the complaint then they will do this at an informal level. In an official role, they must do so in an impartial manner with respect to both parties.

2. Formal Process

- 2.1** If the matter is not resolved with the advice of the CEO approached, the complainant can make a formal complaint in writing explaining the allegation to the Chairperson, South West Academy of Sport Inc.
- 2.2** The Chairperson, will attempt to resolve the complaint between the parties concerned by mediation, unless this has already been attempted without success or is clearly not appropriate in the circumstances.
- 2.3** If mediation fails, or is not feasible, the Chairperson must then ensure that a fair and impartial investigation is made of the allegations, and that appropriate action is taken to resolve the complaint and, where necessary, to deal with the matters.
- 2.4** The investigation is then conducted by a fairly constituted panel or suitably skilled and impartial individuals from within SWAS. Natural justice is to be observed for the person who is the subject or the allegations.
- 2.5** The typical steps for an investigation with the principles of natural justice are:
 - (a) The complainant is interviewed and the complaint is documented in writing;
 - (b) The allegations are conveyed to the alleged in full;
 - (c) The alleged is given the opportunity to respond;
 - (d) If there is a dispute over the facts, statements and other relevant evidence is gathered;
 - (e) A finding is made as to whether the complaint has substance; and
 - (f) A report documenting the evidence, the finding and the outcome is submitted to the Management Board.

- 2.6** If the report is endorsed by the Chairperson, the organisation then carries out the recommendations of the report. These may include such actions as an apology, counselling etc.
- 2.7** Both the complainant and the respondent have the right to appeal against the finding of the panel or against the resulting recommended action if they have any concerns about procedure bias or fairness.
- 2.8** Appeals are handled by an appeal panel made up of members other than those who conducted the original investigation.
- 2.9** The appeal body can:
- (a) Uphold the decision of the panel
 - (b) Reverse the decision of the panel, and/or
 - (c) Modify any of the panel's recommendations for action.