

British Curling – Grievance & Complaints Policy

British Curling aims to provide the highest possible standard of service to its members, athletes and volunteers in the sport of curling. It is recognised that there may unfortunately be occasions when expectations are not met. When this happens it is important that effort is made to resolve the issue quickly and equitably. An important part of this policy is that all grievances or complaints about services are thoroughly investigated and remedial actions taken where required and any lessons learned are recorded for the benefit and development of the organisation and the sport. Any person who is unhappy with any aspect of service should get in touch, so that action can be taken. By providing such information, this can help to improve the standards of service.

Complaints Procedure

Persons with a grievance or complaint, should be aware that British Curling has three distinct stages within its complaints procedure. All complaints should begin at Stage One.

Stage

1. Any complaint should be made either in person, by telephone or by letter to the most appropriate member of staff at the earliest opportunity. He or she is best placed to deal with and resolve any complaint quickly. If it is not known who this person should be, one can write to the Chief Operating Officer (COO) who will delegate the matter appropriately. For athletes, they may lodge grievances or complaints with the athlete representative on the board. If a person is unhappy with the response they receive at stage one, then they can move the complaint on to stage two.
2. Stage 2 complaints should be made in writing to the COO. If a complaint involves the COO then it should be written to the Chairman instead. Stage Two complaints will be acknowledged within 5 working days. If it is going to take longer to resolve a complaint an indication will be provided on how long it may take to respond more fully. The process will require the COO to investigate the issue(s) impartially and receive statements where required. The COO may need to consult policies and procedures and may need to seek advice from specialists, depending on the nature of the complaint. A written response will be provided. Persons who are not satisfied with the response that they receive should move to the final stage, stage three.
3. The third stage is the final opportunity for complaints to be heard in British Curling. At this stage a complaint should be directed to the British Curling Chairman at the head office. The Chairman will review the complaint, the evidence gathered and the process followed thus far. A written response will be provided to all involved.

It is hoped that these steps will allow for a satisfactory answer to any issues or complaint that may be raised, however, it is acknowledged that the steps may not give the resolution that was desired but it is recognised that this process will allow resolution of any problems with standards or services.

An athlete/staff member has the right to be accompanied to any meetings by a fellow athlete/staff member or parent as appropriate at all stages of this procedure. Please note that the British Curling Board of Directors does not have a direct role in the complaints procedure and they will not be directly involved in any investigation or correspondence.

British Curling will respect the privacy of the person or persons involved and will treat matters with the respect and confidentiality that is appropriate to each case.

Should any complaint raise a matter that needs to be dealt with through our formal disciplinary procedures, all persons will be informed and given the relevant details that apply.