

COMPLAINTS PROCEDURE

Introduction

Yorkshire Sport Foundation is committed to providing a high-quality service, but in any organisation there may be occasions when things do not happen as intended and you may not be happy with the service you receive. When this happens, we want to put matters right quickly, learn from our mistakes and improve the way we do things in the future.

This procedure will help if you believe that we have:

- Failed to do something that was agreed
- Not done something we should have
- Acted unfairly or discourteously
- Treated you or others in an unprofessional manner
- Failed to follow an agreed course of action
- Not responded in an appropriate timeframe

I Making a Complaint

First, it is always best to try to resolve the matter at the time as there may have been a misunderstanding or the issue can be easily resolved there and then. You should initially speak to the person concerned (or their line manager) advising them:

- What the problem is
- How it came about
- How the issue has affected you
- What you would like to be done

2 How to make a formal complaint – Stage 2

If you have been unable to resolve your complaint informally at the point of service, put your complaint in writing, explaining what we have done wrong and what you think we could do to put it right.

You can make a formal complaint

- By letter or email
- By using the complaints form below
- By arranging a personal visit to our office.

If you make a formal complaint in person at the office we will complete the complaints form with you.

3 Our Promise

If you write to us, we will try to respond fully within 10 working days. If this is impossible, because of the complex nature of your complaint, we will acknowledge your letter within five working days of receipt and let you know who is looking after your query, what action we are taking and when a reply can be expected.

We are committed to putting things right and the CEO has overall responsibility for the Yorkshire Sport Foundation Complaints' Procedure.

4 Not satisfied?

We will try to resolve your complaint at an early stage. However, if you are not satisfied with our response you can ask for your complaint to be reviewed. This is done by a panel made up of the CEO and a manager in the business. If your complaint is referred to a complaints panel, we will contact you about the date of the panel's meeting. You will have the right to attend and put your case forward. We will advise you within 10 working days, in writing, what decisions have been taken and the panel's recommendations. Our letter will give reasons for our final decision and the steps to be taken.

Please note that all details will be held in accordance with the UK General Data Protection Regulations 2018.

Please send all correspondence to:

Nigel Harrison, Chief Executive Officer

Yorkshire Sport Foundation, Nepshaw Lane South, Morley, Leeds, LS27 7JQ

nigel.harrison@yorkshiresport.org

Or for more information, email us at info@yorkshiresport.org

Your feedback is essential and we welcome your comments, as these help us to review and develop our services. By making your views known, you assist us achieve the highest possible standards and provide a better service to everyone.

The Complaints Procedure

STAGE 1: INFORMAL

Complaint made to member of Staff or respective Line Manager



Resolve through discussion with the Staff Member or Line Manager

If not satisfied, proceed to Stage 2: Formal Investigation

STAGE 2: FORMAL

Submit a completed complaint form (page 4-5) to the CEO



Within 10 working days you will receive our response or within 5 days be advised who will respond and when.

If still not satisfied, proceed to Stage 3: Review Panel

STAGE 3: COMPLAINTS PANEL REVIEW

Write to the CEO to request a formal review within 10 working days of the decision made in Stage 2



Within 10 working days, you will be advised of and invited to a meeting with the Review Panel.
Within ten working days, you'll receive written confirmation of the final decision made.

This is the final level of appeal.

Complaint form

Please email or post the form to:

Nigel Harrison - STRICTLY PRIVATE & CONFIDENTIAL

CEO, Yorkshire Sport Foundation, Nepshaw Lane South, Morley, Leeds, LS27 7JQ

nigel.harrison@yorkshiresport.org

If you require a large print complaints form, or you are unable to print or email your complaint form, please contact us on 0330 2020 280 or info@yorkshiresport.org

Title: Mr Mrs. Ms. Miss Other

First name(s): Surname:

Address:

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Email address:

Telephone:

Best time to call is:

Preferred contact method: Mail Email Phone

Your involvement: Volunteer Coach Player Official Parent Teacher Sports
Development Professional

Other

(continued over)

Name of service or officer the complaint is about:

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What is the complaint about?

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What do you feel we did wrong or failed to do, or in what way did we act unfairly?

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What should we do to put things right?

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Is there anything further you wish to add?

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Is this the first time you have made a complaint to Yorkshire Sport Foundation?

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Signature Date