



UK SPORTS ASSOCIATION For People with Learning Disability

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COMPLAINTS POLICY AND PROCEDURE

What Happens When a Formal Complaint is made?

- UKSA aims to acknowledge your written complaint within 7 working days of receipt.
- UKSA aims to investigate your complaint thoroughly and give you a reply within 28 days of the date of acknowledgement. If this is not possible an interim response will be made informing you of the action taken to date and the current status of the investigation.
- If the complaint is about an individual employee, volunteer, committee member or Trustee, the person(s) to whom the complaint relates will have the right to make a written reply, via the lead officer at UKSA dealing with the complaint.
- The lead officer at UKSA will pull together all of the information, facts, evidence and any other material relating to the complaint in order to come to a clear and balanced view on the facts, and, those facts in context taking into account all the relevant circumstances.
- You will receive a written reply outlining how the complaint was investigated and the outcome. The details of any further action that may be taken against any individual as a result of a complaint will remain confidential.
- The outcomes of all formal complaints will be recorded and reported to the Board of Directors/Trustees annually.

What happens if you are unhappy with the outcome of the investigation of your complaint?

- If you are dissatisfied with the written report and outcome, you have the right to inform the lead officer in writing within 14 days. You may ask for a review of the decision (s).

- This request will be referred to the Chairperson of the Board of Directors/ Trustees. UKSA in this instance will endeavour to acknowledge your request within 14 working days from receipt of your written request.
- UKSA will endeavour to provide you with a response from the review within 21 days from the date of acknowledgement.
- Any decision from the outcome of the review at this stage is final.

Complaints, Review and Suggestions

- As part of UKSA's complaints procedures, UKSA welcomes suggestion from those involved on how to improve any element under scrutiny.
- Suggestions received will be regularly reviewed and where deemed appropriate incorporated within UKSA policies, procedures and framework.
- The UKSA Complaints Procedure will be reviewed at regular intervals.