




**British
Elite
Athletes
Association**

Complaints Policy

www.britisheliteathletes.org

With you.



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@britisheliteathletes.org

A complaint against The British Elite Athletes Association:

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 BEAA's Safeguarding Policy will be followed). Thereafter, an investigation will be undertaken with the individual's immediate line manager and a formal response given within the timeframes highlighted below.

Stage 2:

If the complaint/comment cannot be resolved at stage 1, it will be passed to the Director of Operations for 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 BEAAs 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 BEAAs' Lead Safeguarding Officer, and the BEAAs Safeguarding Policy. 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 BEAA in relation to your complaint, your complaint will be passed to the CEO, 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

Provide the opportunity to appeal

Appeals should be heard without unreasonable delay and ideally at an agreed time and place. The individual should let the company know in writing the basis for the appeal: this should be sent to the CEO within five working days of receiving written confirmation of the complaint outcome.

The appeal should be dealt with by a Manager who has not previously been involved in the case.

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).

If a complaint or comment relates to a concern about athlete welfare or child



safeguarding, this will be directed to the BEAAs Lead Safeguarding Officer, and will follow the BEAAs safeguarding policy and procedures.

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