



## Scottish Disability Sport Complaints Handling Policy

Reviewed by Board – June 2023

### Our complaints policy

If you are dissatisfied with a service that Scottish Disability Sport (SDS) has provided or feel we have treated you unfairly you may wish to make a complaint. This document sets out SDS's complaints policy, explains how to make a complaint and tells you what you can expect from us if you do.

### Guiding principles

1. We are committed to resolving complaints effectively and without undue delay. Wherever possible we will try to resolve complaints informally but if we can't we provide a clear escalation route that is fair and impartial.
2. If we have got something wrong we will apologise and take prompt action to put the matter right. If we can resolve your complaint by clarifying our position, or explaining our decision making process we will do so.
3. We will be open and honest and ensure that you are not disadvantaged in your future dealings with us as a result of your complaint.
4. We will respect your privacy and ensure that your complaint is treated confidentially.
5. We need to ensure that everyone is able to communicate their complaint through an appropriate medium and that SDS supports those with specific communication requirements.

### Complaints we can help with

You can ask us to consider a complaint:

- If you feel we have provided poor customer service or treated you unfairly
- If you feel we have failed to properly follow one of our procedures or policies (maladministration)
- If you feel we have not handled a request for information in accordance with the terms of the Freedom of Information Act 2000

### Complaints we can't help with

Generally speaking we will not be able to consider your complaint:

- If you wish to make it anonymously
- If you wish to disagree with one of our published policies
- If you wish to disagree with a decision that was reached in accordance with our policies and procedures
- If your complaint is about another organisation

SDS is committed to providing a high-quality service but when something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact SDS Chief Executive Officer, Gavin Macleod on [gavin.macleod@scottishdisabilitysport.com](mailto:gavin.macleod@scottishdisabilitysport.com) or 0131 3171150 with the details. Complaints relating to the SDS Chief Executive Officer should be directed to the SDS Vice Chair, Theresa Campbell on [admin@scottishdisabilitysport.com](mailto:admin@scottishdisabilitysport.com) or 0131 3171130. Only complaints made in writing, to include name, address and the signatures of those making the complaints, will be accepted for further investigation.

This does not apply to complaints relating to the safeguarding of a child or vulnerable group/adult in disability sport. (Please refer to the SDS Policies and Procedures relating to the Safeguarding of Children, Young People and Adults at Risk in Sport for further information and actions)

### **What we expect from you**

We understand that if you have a complaint you are likely to feel strongly about it. Nevertheless we expect you to be polite and courteous to our staff and we will not tolerate aggressive or abusive behaviour.

### **What will happen next?**

1. We will then investigate your complaint. This will normally involve reviewing your complaint and investigating the issues that are raised.
2. The Chief Executive Officer/Vice Chair will then arrange for the appropriate SDS officer to contact you to discuss and hopefully resolve your complaint. This will be within 14 days of making your complaint.
3. Should we be unable to resolve the complaint at this point, we will contact you to arrange a convenient time to meet you in person to discuss your complaint further.
4. Within seven days of the meeting, the CEO/Vice Chair will write to you to confirm discussions that took place during the meeting and any solutions agreed with you.
5. If you do not want a meeting or it is not possible, a detailed written reply to your complaint will be sent, including suggestions for resolving the matter, within 28 days of you making your complaint.
6. At this stage, if you are still not satisfied, you should contact the CEO/Vice Chair again and they will arrange for the SDS Chair to independently review the decision.
7. The SDS Chair will write to you within 14 days of receiving your request for a review, confirming the final position on your complaint and outlining our reasons.

If we have to change any of the timescales above, we shall let you know and explain why. We will also amend these timescales to support those with specific communication requirements.

### **What if I'm still dissatisfied?**

If you are still not satisfied, you can then contact the SDS Partnership Manager at **sportscotland**, Doges, Templeton on the Green, 62 Templeton Street, Glasgow, G40 1DA or on 0141 5346500 about your complaint.

June 2023