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Complaints Procedure

Scottish Rowing
09/09/2020



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Purpose

Scottish Rowing's complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction. This policy will outline who you should contact and the next steps.

We work hard to get things right. However, if you have a complaint about your experience with Scottish Rowing, please let us know. We regard complaints as an opportunity to review and improve.

Scope

This procedure does not apply to complaints about other organisations such as clubs that are affiliated to Scottish Rowing. We recommend that such complaints should be submitted to the relevant organisation and that their processes and timelines for handling complaints should be ascertained.

Reporting a Safeguarding Concern

If you have a Safeguarding concern, please contact the Scottish Rowing welfare office. childprotection@scottish-rowing.org.uk .

If you need to speak to someone outside of office hours, you can also call Children 1st on 0131 446 2300 or, if someone is in immediate danger, call the police on 999. Further information can also be found on the Scottish Rowing website. [Safeguarding](#)

Making a complaint

We recommend reviewing the information below to ensure your complaint is addressed in the most effective manner and through the appropriate channels or organisations where applicable.

All complaints should be raised within three months of the incident or within three months of the person complaining become aware of the matter giving rise to the complaint. Complaints made after three months will be considered on a case-by-case basis following consideration by senior management or, where appropriate, the Board.

Complaints relating to Scottish Rowing competitions and events

In the event of a complaint concerning the application of competition or event rules these should be sent to the Chair of the Race Control Committee as they administer these rules.

Complaints involving employed Scottish Rowing staff

If a complaint involves a Scottish Rowing employee your complaint should be sent to the Scottish Rowing COO who has responsibility for staffing matters to ensure that the relevant internal procedures are followed. In the case of a complaint about the COO, this should be addressed to the Scottish Rowing President.

Complaints procedure for all other Scottish Rowing complaints

Where relevant, the most effective way to resolve an issue can be to raise it informally with the people involved. Where you do not consider this appropriate or if this does not resolve the issue, you can raise a formal complaint by emailing office@scottish-rowing.org.uk.

Please provide as much information as you can; it can be difficult for us to deal with a complaint with limited information. We may contact you to ask for further information so that we can fully investigate your complaint.

If you raise a formal complaint to the Scottish Rowing, we will aim to:

- acknowledge your complaint within five working days;
- investigate the cause(s) of your complaint as promptly as possible;
- resolve your complaint
- provide a full written response within two weeks - if we cannot respond to you within two weeks, we will let you know.

Escalating a Complaint

If you are not satisfied with our response, you can request for your complaint to be escalated.

Your complaint will be reviewed by one or more people that have not been involved in the original consideration. It could be a member of staff, another individual or a panel of two or more individuals, appointed to carry out this task.

This person or panel will aim to provide you with a final response within four weeks of the referral. Please note that this decision will be final.

Scottish Rowing