

# PADDLE UK COMPLAINTS PROCEDURE

## 1. What is this procedure for?

1.1. As the National Governing Body for paddlesports in the UK, Paddle UK<sup>1</sup> strives to provide an excellent service to its members and stakeholders in line with its values:

- Every person matters
- Striving for excellence
- Always with integrity
- Enjoying the journey
- Individually committed
- Stronger together

1.2. If you feel we have fallen short of achieving these high standards, we encourage you to work with us to understand where we could do better, and how we can continually make improvements. This complaints procedure aims to establish a clear, transparent and accountable system for you to do this. It is intended to provide a mechanism for raising concerns quickly and for those concerns to be addressed informally.

1.3. If your complaint concerns a disciplinary, safeguarding, selection or anti-doping matter or it relates to an issue involving the World Class Programme, please contact the Head of Governance in the first instance who will advise the best way for your concerns to be raised, with the matter subsequently being dealt with under the appropriate procedure or regulations. Please note that this procedure cannot be used to address complaints that have already previously been heard and is intended to identify genuine areas where we can make improvements.

1.4. Whilst we will ordinarily manage complaints in line with the procedure below, we may engage with an independent third party to assist with any investigation or determination of your complaint in line with this procedure.

## 2. The Procedure

### 2.1. STAGE 1 – Informal Complaint

2.1.1. Please voice your concerns informally as soon as they arise with the volunteer or member of staff within Paddle UK who you have been in contact with. In the case of a staff member you may also choose to discuss with their line manager. Complaints can often arise due to simple misunderstandings and can often be quickly and satisfactorily resolved by addressing them in this manner. If you are not sure who the appropriate line manager is, you can ask the staff member or the Head of Governance.

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<sup>1</sup> Paddle UK is a trading name of British Canoeing which is a Company registered at Companies House with the registered number 01525484.

## 2.2. STAGE 2 – Formal Complaint

- 2.2.1. If you feel your concerns are not addressed satisfactorily under stage 1, or you feel they are serious enough to proceed straight to this stage, please formally raise your complaint, in writing, to Paddle UK's Head of Governance. Within your complaint you should provide your personal contact details and provide all relevant details about your complaint (including dates/times and the name of the person(s) or persons involved). If you raise a complaint by any other means, you will be asked to put your complaint in writing. If your correspondence is not clear whether or not it is a complaint, you may be asked to further clarify the position.
- 2.2.2. If your complaint relates to the Governance Department, it will be dealt with by a member of Paddle UK's Senior Leadership Team who is not part of the Governance Department. If your complaint relates to the Chief Executive Officer of Paddle UK, it will be dealt with by a member of the Board of Paddle UK.
- 2.2.3. We aim to acknowledge every complaint within three working days of receipt. You will be advised at that time the name of the person who will take responsibility for dealing with your complaint and we may ask for further information so that we can properly investigate your complaint.
- 2.2.4. We will aim to provide a full written response to your complaint within 10 working days of receiving all the information from you. If this is not possible we will notify you and provide you with an explanation for the delay and a date on which you should expect to receive a response.
- 2.2.5. If your complaint is upheld, we will advise you what, if any, remedy can be applied in the particular circumstances and/or the steps we will take to make improvements to prevent similar issues arising again in the future.

## **3. Appeal**

- 3.1. If you remain unsatisfied with the outcome or the manner in which your complaint has been handled then you can ask the Chief Executive Officer to review your complaint and the response. You should submit any request within 10 working days of our response to you.
- 3.2. The Chief Executive Officer will aim to acknowledge your request within 3 working days and provide a written response within 15 working days.
- 3.3. In cases where the Chief Executive Officer, at their discretion, considers it appropriate for the review to instead be heard by the Board of Paddle UK, the Chief Executive Officer may appoint a member of the Paddle UK Board of Directors to review your complaint and provide a response to you.

## **4. Equal Opportunities**

- 4.1. Paddle UK aims for this procedure to be clear and accessible to all of our members and stakeholders. We will take reasonable steps to accommodate any reasonable adjustments you may have to enable you to access this procedure or receive responses to complaints in other formats, and provide such assistance as you may reasonably require.

## **5. Confidentiality**

5.1. Every effort will be made to ensure your complaint is handled confidentially. However, there may be occasions where due to the nature of the complaint, this is not possible. If this is the case, we will discuss this with you directly. We may consider anonymous complaints but it is often very difficult to investigate complaints made in this manner.

## **6. Record Keeping and Data Protection**

6.1. All records from this complaints process, both informal and formal, will be retained in a secure and confidential manner by Paddle UK in accordance with the Paddle UK Data Protection Policy, the Paddle UK Data Retention Policy, and any applicable data protection legislation in effect at the time of the complaint including the UK General Data Protection Regulation and the Data Protection Act 2018.

## **7. Responsibility and Review**

7.1. This procedure will be subject to regular review and amendment by Paddle UK and approval by the Paddle UK Board.

## **8. Contact Details**

Head of Governance – Joy Johnston

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