



GBS Complaints Policy

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Definitions

“Competition”	means an Event or series of Events conducted over one or more days, including a National or International Competition;
“Conflict of Interest”	means when an Individual’s loyalties are divided between GBS’ interest and their own interests;
“Event”	means a single, race, match or contest;
“Expense”	means the cost incurred in or required for something while carrying out duties on behalf of GBS;
“GBS”	means GB Snowsport Ltd.;
“GBS Athlete”	means an athlete who is part of a GBS Team/GBS Squad;
“GBS CEO”	means the Chief Executive of GBS;
“GBS Finance Team”	means the small group of individuals within GBS HQ, responsible for the running of GBS’ day to day finance;
“GBS Staff”	means staff who are employed by, or acting as a consultant to, GBS;
“GBS Volunteer”	means volunteers who work for GBS without pay;
“GBS Website”	means the official GBS website; https://www.gbsnowsport.com/ ;
“Line Manager”	means the person with managerial responsibility over any individual subject to the Policy;
“Third Party”	means any individual or organisation and includes actual and potential clients, suppliers, distributors, business contacts, agents, advisors, and government and public bodies, including their advisors, representatives and officials, politicians and political parties;
“Whistleblower”	means anyone who makes a disclosure

concerning information or activity within and/or pertaining to GBS. The information or activity being disclosed may be illegal, unethical, or not correct.

1. Introduction

- 1.1. As the National Governing Body (NGB) in the UK for competition skiing and snowboarding, GBS strives to provide an excellent service to its members and stakeholders in line with its values:
 - 1.1.1. **Courage:** We have the physical and mental courage to exhibit confidence, bravery, and resolution when faced with fear and with challenges
 - 1.1.2. **Excellence:** We will strive for excellence in performance and work to establish Britain as thought leaders in global snowsport
 - 1.1.3. **Integrity:** We will act with integrity in all that we do, ensuring a culture of trust exists between staff, coaches, athletes, and our partners
 - 1.1.4. **Respect:** We will have consideration for ourselves, others, and the environment. We will at all times have respect for the rules of sport and for the officials who uphold them
 - 1.1.5. **Resilience:** We will confront loss and disappointment with determination, belief, and a willingness to fight to the end, while lifting those around us who need our support
- 1.2. If you feel we have fallen short of achieving our high standards, we encourage you to work with us to understand where we could do better, and how we can continually make improvements.

Aims

- 1.3. To establish a clear, transparent and accountable system for you to work with us and help us improve. We will take your complaint seriously, and will address it and respond to it as quickly as possible given the resources we have.

2. Who can make a complaint?

- 2.1. Any member of the public, both members and non-members, or their representatives, staff, businesses, public and voluntary bodies can make a complaint about GBS.

3. Before raising a complaint

- 3.1. The following areas are not classified as complaints and so are not dealt with under this policy. If you want to report a concern on any of the issues set out below, you need to refer to the following policies and use the following email addresses:
 - 3.1.1. Safeguarding – further information is [here on our website](#) – safeguarding@gbsnowsport.com
 - 3.1.2. Selection – further information is [here on our website](#) – appeals@gbsnowsport.com
 - 3.1.3. Anti-doping – this is dealt with by UK Anti-Doping, please see our website at [GBS Clean Sport](#) for further information

- 3.2. We would encourage people in the first instance to resolve their differences or concerns in a kind and conciliatory manner and directly with the individual(s) who triggered your concern. If you have a concern or a possible complaint but don't know who to discuss it with contact complaints@gbsnowsport.com and we will help put you in contact with the right person(s) to discuss your concern with.
- 3.3. If the discussion does not address the issues and you wish to take the matter further you can either provide feedback, as set out in clause 8 below, or raise a complaint, as set out in clause 4 below.
- 3.4. You should understand that a complaint is an expression of dissatisfaction about GBS's action, or lack of action, or about the standard of a service, where the action taken or the service provided was done so by a GBS staff member, volunteer acting on behalf of GBS, or a body or organisation acting on behalf of GBS.
- 3.5. A complaint is not an initial request for a service to be delivered within a published timescale, except where the consequential actions of GBS mean the definition of a complaint, as defined above, are met.
- 3.6. A complaint is not about:
 - 3.6.1. one of our published policies;
 - 3.6.2. wider government policy; and/or
 - 3.6.3. a decision that was reached properly and in accordance with our policies and procedures.
- 3.7. Please ensure your complaint relates to something that has happened in the last three months. We recognise there may be exceptional reasons why a complaint is older, we will use our sole discretion as to whether we accept such complaints.

4. Procedure for raising a complaint

- 4.1. Please raise your complaint by completing the web form [by clicking on this link](#).
- 4.2. Upon receipt of your complaint, a member of our team will review the complaint and contact the most appropriate Complaint Lead (as set out in clause 5.1 below) to deal with it.
- 4.3. We aim to acknowledge your complaint within five working days, when we will also advise you of the name of the person(s) who will take responsibility for your complaint.
- 4.4. The Complaint Lead will be responsible for appointing an individual or team, who they consider independent to investigate the matter, they may ask you for further information to assist them with the investigation.
- 4.5. We will aim to provide a full written response to your complaint within ten working days of acknowledgement of the complaint. If this is not possible we will notify you of this and provide you with an explanation for the delay and a date on which you should expect to receive a response.
- 4.6. If your complaint is upheld, we will advise you what, if any, remedy or rectification can be applied in the particular circumstances.

5. Complaints handling overview

- 5.1. Recognising that a complaint does not always fall cleanly into a single 'category' our intent is that complaints/appeals will be dealt with by the Complaint Lead as set out below:

Complaint About	Complaint Lead
Members	Relevant SLT Member
Volunteers	Relevant SLT Member
Staff	Line Manager
CEO	Board
Board Members	Board
Board Committees	Board
Chair of the Board	Senior Independent Director
Team/Squad/Programme	GBS Head Coach

- 5.2. Notwithstanding clause 5.1, GBS at its sole discretion will decide the appropriate Complaint Lead and Appeal Lead for each individual complaint/appeal; where it varies from, or is not defined in, clause 5.1 we will notify you of the appropriate lead.
- 5.3. Where possible a complaint will be dealt with by an individual not involved in any previous discussions or actions in the complaint.

6. General

- 6.1. We do not investigate anonymous complaints but will treat such communications as feedback.
- 6.2. We do not accept complaints that are broadly the same as a previous complaint from the same complainant.
- 6.3. We do not progress complaints that we believe are vexatious or malicious, see clause 7 below.
- 6.4. We do not tolerate abusive behaviour or language from complainants.
- 6.5. 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.
- 6.6. Details of all complaints received will be recorded on our complaints register. This will include your name, contact details and the date of the complaint.
- 6.7. All records from the complaints process will be retained in a secure and confidential manner by GBS in accordance with the GBS Data Protection Policy and Privacy Policy, and any applicable data protection legislation in effect at the time of the complaint including, but not limited to, the GDPR and Data Protection Act 2018.
- 6.8. Records held as part of the complaints process will be retained for a period of six years.

- 6.9. All communication related to the complaint will be handled by @gbsnowsport.com email addresses and we will clearly identify the appropriate emails to use for any necessary correspondence. Please do not email other individual members of staff or volunteers about your complaint or appeal as this may compromise your complaint.

7. What we expect from you

- 7.1. We understand that if you have a complaint you are likely to feel strongly about it. We also understand that you may feel angry, frustrated or upset by the circumstances that led to your complaint and this may cause you to act in a way that is out of character. Nevertheless, we expect you to be polite and courteous to our staff and our volunteers and we will not tolerate aggressive or abusive behaviour.

Unreasonable complaints

- 7.2. In most cases complaints can be dealt with quickly and simply. However, in a minority of cases complaints are pursued in unreasonable and inappropriate ways. We have no choice but to take action to protect our staff and volunteers where this is the case.
- 7.3. Some criteria and examples of unreasonable complaints are set out in the Appendix, this is not an exhaustive list.
- 7.4. If we deem a complaint unreasonable we will take action that is proportionate. This may include refusing to consider further, additional complaints about a matter currently under consideration, and placing limits on telephone conversations or person contact e.g. limiting telephone contact to one named member of staff.
- 7.5. The decision to apply measures to manage unreasonable complaints will be taken by the CEO or the Chair of the Board as appropriate. The complainant will be informed of the measures in writing.

Aggressive or obsessive complainants

- 7.6. GBS wants to deal honestly and respectfully with complainants and ensure that other service users, staff or GBS as a whole do not suffer detriment from persons making vexatious, aggressive or obsessive complaints.
- 7.7. Examples of behaviour which could be defined as vexatious, aggressive or obsessive include:
- 7.7.1. excessive and repeated attempts to contact staff and volunteers
 - 7.7.2. pursuing multiple complaints against GBS at the same time
 - 7.7.3. making unreasonable demands of staff and volunteers,
 - 7.7.4. threats (including those of legal action) against staff/volunteers or GBS
 - 7.7.5. repeated raising of unreasonable complaints (see above)
 - 7.7.6. making multiple complaints to multiple external organisations about GBS
- 7.8. The CEO or the Chair of the Board as appropriate will write to complainants to inform them that their behaviour is considered to be unacceptable.

- 7.9. If we experience vexatious, aggressive or obsessive behaviour from a complainant we will take action that is proportionate to the nature and frequency of the complainant's contact with GBS. The decision to apply measures to manage complainants will be taken by the CEO or the Chair of the Board as appropriate. The complainant will be informed of the measures in writing.

8. Jurisdiction

- 8.1. GB Snowsport reserves the right to refer a matter to the Sport Integrity Service under the Rules of Procedure of that service. A copy of the Rules of Procedure can be obtained on request. This may involve the commission of an independent investigation or disciplinary procedure into alleged grievances, or allegations of misconduct involving: i) athletes; ii) athlete support personnel; or iii) GB Snowsport office holders as defined within the Rules of Procedure;

8.1.1. where an individual is deemed a 'Relevant Person' under the terms of the Sport Integrity Service Rules of Procedure; and

8.1.2. they are a respondent to allegations of misconduct as defined as a 'Relevant Matter' under the same regulations.

- 8.2. In such circumstances they are required to cooperate with any investigation conducted by Sport Integrity.

9. Feedback

- 9.1. Where your concern does not meet the criteria for a complaint then you can still provide feedback. Feedback is always welcome and is taken seriously. We will ensure that any feedback received is discussed by the appropriate people to improve the service that we offer.

- 9.2. To provide feedback you should complete the web form at the end of this policy, making sure that you tick the box 'Feedback'. We will typically not provide formal responses or updates to you individually.

- 9.3. Members can also provide feedback through their local Home Nation, a member of staff or a Director; and if this does not address the issue raise a resolution at an AGM following the procedure set out in our Articles of Association.

Appendix: unreasonable complaints

Unreasonable complaints are complaints that:

- A 1.1. Because of the nature of the contact or frequency with which the complaint is pursued, hinder our ability to properly consider the matters at hand or place unwarranted demands on staff time,
- A 1.2. May be justified grievances but pursued in inappropriate ways, or
- A 1.3. Have already been fully investigated and responded to.

Here are some examples of the actions and behaviours that may lead GBS to deem a complaint unreasonable:

- A 1.4. Refusing to specify the grounds of a complaint, despite offers of assistance from staff
- A 1.5. Refusing to co-operate with the complaints procedure while still wishing the complaint to be resolved
- A 1.6. Refusing to accept that some issues are not within the remit of our complaints procedure despite having been provided with the information
- A 1.7. Changing the basis of the complaint while the procedure is in process
- A 1.8. Introducing trivial or irrelevant new information or raising large numbers of detailed but unimportant questions and insisting they are fully answered
- A 1.9. Adopting a 'scattergun approach': repeatedly contacting different members of staff or volunteers with different information and/or questions, or pursuing a complaint simultaneously with a number of different organisations
- A 1.10. Submitting a repeat complaint once the matter has been concluded or refusing to accept a decision and repeatedly arguing a point or complaining about the decision.

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