

TFN Tri Club Complaints Policy Principles

1. Where possible TFN Tri Club will seek to resolve complaints informally at a staff, volunteer officer or committee level.
2. Where a complaint cannot be resolved informally, a formal complaint should be made in writing to the Chair of TFN Tri Club. Formal complaints will be investigated by an individual or panel appointed by the committee unless the complaint relates to a member of the committee in which case it will be investigated by Triathlon England or a member thereof.
3. It is intended that complaints procedures should be easily accessible, that all complaints are fully and fairly investigated, and that the complaints process should provide an effective response and appropriate redress.
4. TFN Tri Club will respect complainants' desire for confidentiality wherever possible.
5. TFN Tri Club will use the feedback provided by both informal and formal complaints to ensure that its systems and services are improved.

What is a Complaint

6. A complaint is an expression of dissatisfaction with the conduct of the organisation, its committees, volunteer officers, athletes, or with alleged unfair practice in connection with the sport.
7. Grounds for a complaint shall include but shall not be limited to the following: a. if the conduct of any individual, body, or organisation brings or is likely to bring the sport into disrepute; b. a breach of any of the Rules or Codes of Conduct applicable from time to time to TFN Tri Club activities or members
8. A Complaint may be made by any member of TFN Tri Club.
9. A formal complaint should be made in writing to the Chair where a complaint has not been resolved informally or where the matter is of a serious nature. Complaints of a serious nature would include gross misconduct, negligence or matters concerning the protection of young people or vulnerable adults. A written complaint shall only be considered if it includes the name, address and signature of the complainant. Verbal and anonymous complaints shall be disregarded.