



SCOTTISH PARA-FOOTBALL

Complaints Management System

This policy is written to underpin both Scottish Para-Football as well Para-Football Game Leader Organisations who are members of Scottish Para-Football. Therefore this policy will be adopted by each individual Para-Football Game Leader Organisation. If your concern relate to Scottish Para-Football please contact the National Office. However if your concern relate to a Para-Football Game Leader Organisation please contact their Committee directly.

1; Introduction

Scottish Para-Football mission is;

To create greater opportunities within Para-Football which allow participants to reach their full potential

Scottish Para-Football vision is;

We will strive to promote development opportunities and increase participation across Para-Football throughout Scotland

Scottish Para-Football operates a zero tolerance policy towards any person abusive or making abusive comments towards any member of the Scottish Para-Football staff / Game Leader Officials.

If abusive comments are made during a telephone call, the member of staff will inform the person regarding their behaviour and if it continues they will terminate the call. All abusive comments will then be recorded and will be referred to the relevant disciplinary committee.

2; Policy Statement and Objectives

2.1 Policy Statement

Scottish Para-Football is committed to providing excellent customer service to everyone who is affected by its operation. We do not look at complaints as unwanted and we are firmly committed to a process of continuous improvement of which the complaints procedure is just one element.

Recognising that sometimes things go wrong, or mistakes are made, this policy outlines the procedures to follow to make a complaint and the internal procedures we follow to manage the process.

This procedure will be available on our website and will form part of the induction for staff and Board members. A copy will be sent to anyone making a complaint.

All complaints must be made in writing using the relevant forms

2.2 Objectives

The objectives of this complaints management system are to ensure that;

2.2.1 Any complaints that are received are investigated at the appropriate level in the organisation

2.2.2 All complaints are actioned in the most expeditious way

2.2.3 Persons making complaints know how their complaint will be dealt with and;

2.2.4 Wherever possible, lessons are learned

3; Definition of a Complainer

For the purposes of this complaints management system, complainers are defined as anyone who has any dealings with the Scottish Para-Football and wishes to raise a concern or complaint against any of the following;

- 3.1 Para-Football Game Leader Organisation
- 3.2 Para-Football Game Leader Organisation Club
- 3.3 Para-Football Game Leader Organisation Player
- 3.4 Scottish Para-Football Registered Official
- 3.5 Para-Football Game Leader Organisation Registered Official
- 3.6 Scottish Para-Football Member of Staff
- 3.7 A parent of guardian of a player or official

Complaints should be directed to the relevant body. The process will be explained within the document. Please note that all complaints do not automatically be sent to Scottish Para-Football and should be sent to the relevant Para-Football Game Leader Organisation.

4; Misunderstanding

Even if the person raising the complaint does not regard a particular concern as a “complaint” Scottish Para-Football would still like to know about it as it may help us deal with something we would otherwise overlook. These smaller things that go wrong or small misunderstanding can often be put right very quickly. Scottish Para-Football wants to know about these as Scottish Para-Football wants all involved to get an acceptable solution very quickly, however Scottish Para-Football / Para-Football Game Leader Organisation also needs to learn from the process.

In striving for an excellent complaint management system, Scottish Para-Football realise that this is a high standard and in order to meet it, Scottish Para-Football needs to be made aware of even the most minor failing. In order to avoid feeling that a minor issue is not worth raising as a complaint, Scottish Para-Football will take steps to encourage comment and constructive criticism at every level.

Training will be provided to all staff in dealing with all reported issues and misunderstandings. This training will include an empowerment to immediately resolve any issues where Scottish Para-Football service level has not met the complainer’s expectations, if this is possible. Members of staff will record all issues dealt with in this way. The complainers name will not be included and the staff member will make an objective judgement on the cause of the problem and these will be analysed on a regular basis as part of our process of continuous improvement.

5; Definition and Type of Complaints

5.1 Definition

A complaint is defined, for purposes of this system, as a written record compiled by any complainer to Scottish Para-Football or Para-Football Game Leader Organisation.

5.2 Complaints – Should be sent to Scottish Para-Football unless otherwise stated

The following lists of examples of complaints are not exhaustive.

5.2.1 The following are example of complaints involving a member league or associations

5.2.1.1 Para-Football Game Leader Organisation complains against an Scottish Para-Football registered officials

5.2.1.2 Para-Football Game Leader Organisation complains against an registered player –

5.2.1.3 Para-Football Game Leader Organisation complains against an Scottish Para-Football member of staff

5.2.2 The following are examples of complaints involving Para-Football Game Leader Organisation member clubs

5.2.2.1 Para-Football Game Leader Organisation Club complains against a Para-Football Game Leader Organisation

5.2.2.2 Para-Football Game Leader Organisation Club complains against another Para-Football Game Leader Organisation Club – *(Sent to Para-Football Game Leader Organisation)*

5.2.2.3 Para-Football Game Leader Organisation Club complains against another Para-Football Game Leader Organisation Clubs supporters – *(Sent to Para-Football Game Leader Organisation)*

5.2.2.4 Para-Football Game Leader Organisation Club complains against a Para-Football Game Leader Organisation registered official or player – *(Sent to Para-Football Game Leader Organisation)*

5.2.2.5 Para-Football Game Leader Organisation Club complains against Scottish Para-Football member of staff or Para-Football Game Leader Organisation Official.

5.2.3 The following are examples of complaints involving a registered player

5.2.3.1 Para-Football Game Leader Organisation registered Player complains against an Para-Football Game Leader Organisation

5.2.3.2 Para-Football Game Leader Organisation registered Player complains against a Para-Football Game Leader Organisation Club – *(Sent to Para-Football Game Leader Organisation)*

5.2.3.3 Para-Football Game Leader Organisation registered Player complains against a Para-Football Game Leader Organisation Club Supporters – *(Sent to Para-Football Game Leader Organisation)*

5.2.3.4 Para-Football Game Leader Organisation registered Player complains against another Para-Football Game Leader Organisation registered Player – *(Sent to Para-Football Game Leader Organisation)*

5.2.3.5 Para-Football Game Leader Organisation registered Player complains against Para-Football Game Leader Organisation registered official – *(Sent to Para-Football Game Leader Organisation)*

5.2.4 The following are examples of complaints involving a registered officials

5.2.4.1 Para-Football Game Leader Organisation registered official complains against an Para-Football Game Leader Organisation

5.2.4.2 Para-Football Game Leader Organisation registered official complains against a Para-Football Game Leader Organisation Club – *(Sent to Para-Football Game Leader Organisation)*

5.2.4.3 Para-Football Game Leader Organisation registered official complains against a Para-Football Game Leader Organisation Club supporters – *(Sent to Para-Football Game Leader Organisation)*

5.2.4.4 Para-Football Game Leader Organisation registered official complains against another Para-Football Game Leader Organisation registered official – *(Sent to Para-Football Game Leader Organisation)*

5.2.4.5 Para-Football Game Leader Organisation registered official complains against a Para-Football Game Leader Organisation registered official – *(Sent to Para-Football Game Leader Organisation)*

5.2.4.6 Para-Football Game Leader Organisation registered official complains against Scottish Para-Football member of staff or official

5.2.5 The following are examples of complaints involving a player’s parents and / or guardians.

5.2.5.1 Para-Football Game Leader Organisation registered players parent(s) and / or guardians(s) complains against an Para-Football Game Leader Organisation

5.2.5.2 Para-Football Game Leader Organisation registered players parent(s) and / or guardians(s) complains against an Para-Football Game Leader Organisation member club – *(Sent to Para-Football Game Leader Organisation)*

5.2.5.3 Para-Football Game Leader Organisation registered players parent(s) and / or guardians(s) complains against an Para-Football Game Leader Organisation member club supporters – *(Sent to Para-Football Game Leader Organisation)*

5.2.5.4 Para-Football Game Leader Organisation registered players parent(s) and / or guardians(s) complains against an Para-Football Game Leader Organisation registered official – *(Sent to Para-Football Game Leader Organisation)*

5.2.5.5 Para-Football Game Leader Organisation registered players parent(s) and / or guardians(s) complains against an Para-Football Game Leader Organisation registered player – *(Sent to Para-Football Game Leader Organisation)*

5.2.5.6 Para-Football Game Leader Organisation registered players parent(s) and / or guardians(s) complains against an Scottish Para-Football member of staff or official

6; Integrity and Transparency

6.1 During the process of dealing with a complaint we will be as open and transparent as possible. People raising complaints will be given full information about the progress of their complaint except in their cases mentioned below.

6.1.1 If the complaint involves questions about the actions or competencies of individual members of staff or board members, other processes may incorporate the complaints procedure and Scottish Para-Football may not be able to provide the person raising the complaint with all the relevant information. (for Instance, employment legislation may prevent publication of the results of disciplinary processes)

6.1.2 The legal requirements of the General Data Protection Regulations (whistle-blowers) may restrict the information that can be provided to persons raising complaints

6.2 If either of these situations occurs a members of the Scottish Para-Football Board will provide an explanation without disclosing any restricted information

6.3 to ensure confidentiality, information about the progress of a complaint will only be provided to the person making the complaint

7; Complaints Process

The complaints process comprises a four stage model and can best be illustrated as shown immediately below;

Stage 1: Discussion with the party complaint is about

Stage 2: General telephone or email to Scottish Para-Football / Game Leaders Organisation

Stage 3: Lodging a formal complaint with Scottish Para-Football / Game Leaders Organisation

Final Stage: Complaint referred to a senior person within Scottish Para-Football / Game Leaders Organisation

Scottish Para-Football Post Process – Evaluation

7.1; First Stage Review

7.1.1 In the first instance the person raising a complaint or concern MUST discuss and seek resolution of the issue to the party against whom they are complaining e.g a member club, member association, and registered official

7.1.2 In the first stage review does not take place the issue cannot be progressed to second stage review unless in exceptional circumstances as appropriate to the case.

7.1.3 If application for a second stage review is made to Scottish Para-Football without point 7.1.2 being completed any complaint will be returned to the complainer

7.2 Second Stage Review

7.2.1 Minor complaints or requests for information are to be made by telephone or email

7.2.2 An Scottish Para-Football member of staff will make every effort to investigate each complaint / request and give an appropriate response

7.2.3 Possible outcomes may be;

7.2.3.1 Appropriate response supplied, person making the complaint / request is satisfied with the response so the complaint / request is considered as being resolved

7.2.3.2 Appropriate response supplied, person making the complaint / request is not satisfied with the response but accepts the response as factual so the complaint / request is considered as being resolved

7.2.3.3 Appropriate response supplied, person making the complaint / request is not satisfied with the response and wishes to escalate the issues by raising a formal complaint

7.3 Lodging a Formal Complaint

7.3.1 Persons lodging a formal complaint must complete in writing and sign an Scottish Para-Football complaints form

7.3.1.1 Scottish Para-Football requires an explanation of the issues that has caused them to be dissatisfied

7.3.1.2 A complaint should also contain an explanation of what the person making the complaint requires to be done to resolve the issue

7.3.2 Complaints should be sent to the Scottish Para-Football Board / Game Leader Organisation in order to register them within the complaint management system

7.3.3 Scottish Para-Football / Game Leader Organisation will send an acknowledgment by email quoting a complaint registration number. Including this number with any further correspondence will assist Scottish Para-Football to progress the complaint

7.4 Third Stage Review

7.4.1 An Scottish Para-Football member of staff will be allocated to investigate each complaint, unless such a person is specifically mentioned in the complaint, in which case it will be referred to the Scottish Para-Football Board.

7.4.2 The Scottish Para-Football member of staff allocated will endeavour to make every effort to investigate each complaint and give an appropriate response

7.4.3 All correspondence about complaints will be treated as confidential but may need to be shared with the person or group against whom the complaint is made. As part of the investigation correspondence will only be shared on a need to know basis

7.4.4 When the second reviewer has considered the detail of the complaint, the person raising the complaint will receive a written response detailing any proposed remedial action. This will be done within 28 days of the receipt of the original complaint and all investigation correspondence

7.4.5 If it is not possible to give a written response within 28 days the Scottish Para-Football Board will explain this in writing at the end of the 28 day period

7.4.6 Possible outcomes may be;

7.4.6.1 Appropriate response supplied, person making the complaint is satisfied with the response so the complaint is considered as being resolved.

7.4.6.2 Appropriate response supplied, person making the complaint is not satisfied with the response but accepts the response as factual so the complaint is considered as being resolved

7.4.6.3 Appropriate response supplied, person making the complaint is not satisfied with the response and wishes to escalate the complaint to a final stage review before a more senior person within Scottish Para-Football

7.4.6.4 Appropriate response supplied, person making the complaint is not satisfied with the response and wishes to escalate the complaint to mediation before a more senior person with Scottish Para-Football

7.5 Final Stage Review

7.5.1 If a final stage review is requested, the matter will be referred to a more senior position within Scottish Para-Football who will take a fresh and impartial look at the complaint. This may be the Scottish Para-Football Board or an appropriate member of staff.

7.5.2 The Scottish Para-Football objective is to find a mutually satisfactory resolution to the complaint

7.5.3 Following the final stage review, the person raising the complaint will be provided with a final response from Scottish Para-Football detailing any changes to the previously proposed remedial action

7.5.4 However, if the complainer is not satisfied with this review after Scottish Para-Football has provided a final response then the complaint will be considered “deadlocked”

7.5.5 The final stage review response will be considered the final position of Scottish Para-Football

7.5.6 However, under exceptional circumstances the final SPF response may also indicate if, and how the complaint can be progressed beyond the final stage review

8; Mediation

8.1 Mediation is an informal process that complements Scottish Para-Football other formal procedures for dealing with issues. It is a process which is used to help improve working relationships between members, perhaps where there has been a misunderstanding or a disagreement.

Mediation seeks to provide an informal and speedy solution to conflict, and it can be used at any point in the conflict cycle. What the process offers is a safe and confidential space for participants to find their own answers

Mediation is voluntary and completely confidential

8.1.1 Mediation may be requested by Scottish Para-Football / Game Leader Organisation or either party to a complaint

8.1.2 Mediation may be requested at any stage within the complaints management system

8.1.3 Mediation will be carried out in accordance within Scottish Para-Football Medication Procedures

8.1.4 The Scottish Para-Football objective is to find a mutually satisfactory resolution to issues

9; Complaints Re the Complaints Process

If an accusation is made that this complaints managements system has not been followed, the matter can be raised for discussion at a meeting of the Scottish Para-Football Board by writing to the Scottish Para-Football Secretary C/o Scottish Para-Football, Hampden Park, Glasgow, G42 9BF. The Scottish Para-Football Board meeting will not consider the substantive matter because this may invalidate the final stage review process, but may refer the whole matter back for a second stage review and ask for a report to make sure that the full procedure is followed.

10: Withdrawing a Complaint

If at any stage the person making the complaint wants to stop a complaint from being progressed, the person can do so in writing or email Scottish Para-Football Secretary / Game Leader Organisation

11: Results of Complaints

The Scottish Para-Football Board will receive a report once a year showing how many complaints have been received the general nature of the problem and a list of remedial actions that have been

taken. The Scottish Para-Football Board may, at their discretion, require more frequent reports. A summary statements will be included on the Scottish Para-Football website and, at discretion of the Board published in the Scottish Para-Football annual report.

12; Continuous Improvement

Scottish Para-Football strives to be a learning organisation and will further develop quality improvement procedures, which will include information received from this process, Scottish Para-Football would appreciate feedback from complainants about their experience of the Scottish Para-Football complaints procedure and may use this to improve the way complaints are managed in the future. Further information will be included in the annual review of the complaints management System.

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