

Board Approval	9/9/2020
Reviewed	9/9/2022
Reviewed	22/11/23
Updated with Board Approval	12/09/24



Complaints Procedure

Scottish Rowing
12/09/2024



Scottish Rowing Centre
366 Hamilton Road, Motherwell
Lanarkshire ML1 3ED



+44 (0) 1698 250206



www.scottish-rowing.org.uk
office@scottish-rowing.org.uk
[@ScottishRowing](https://twitter.com/ScottishRowing)



Scottish Rowing Limited
Registered Office: 366 Hamilton Road, Motherwell, Lanarkshire ML1 3ED
A Company Limited by Guarantee, Registered in Scotland No. SC357505



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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 affiliated to Scottish Rowing (for example, member clubs). We recommend that such complaints should be submitted to the relevant organisation, in line with their complaints processes and timelines.

Reporting a Wellbeing and Protection Concern

If you have a Wellbeing and Protection concern, please contact the Scottish Rowing Lead Child Wellbeing and Protection Officer via email childprotection@scottish-rowing.org.uk or by calling 07852 947907.

If you need to speak to someone outside of office hours regarding a wellbeing and protection concern, you can contact 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](#).

Making a complaint

We recommend reviewing the information below to ensure your complaint is addressed promptly and in the most effective manner.

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

Complaints relating to Scottish Rowing competitions and events

Complaints concerning the application of competition or event rules should be sent to the [Chair of the Race Control Committee](#).

Complaints involving Scottish Rowing Staff or Board Directors

Complaints involving a Scottish Rowing employee should be sent to the [Chief Executive Officer](#) (CEO) of Scottish Rowing. The CEO has responsibility for staffing matters and will ensure that the relevant internal procedures are followed, including the appointment of an Investigating Officer, who is independent of all those involved in the complaint

and who will investigate the complaint in detail. In the case of a complaint about the CEO or one of the Board Directors, this should be addressed to the Scottish Rowing President, who will ensure the appropriate procedures are followed and appoint an Investigating Officer. In the case of a complaint about the Scottish Rowing President, this should be raised with an alternative Board member who will ensure that the appropriate process is followed; in this situation the Board will appoint an Investigating Officer.

All other complaints

The most effective way to resolve an issue is often 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 with Scottish Rowing 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. Failure to respond or to engage with the request for further information may mean we cannot progress your complaint.

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

- acknowledge receipt of your complaint within five working days;
- investigate the cause(s) of your complaint as promptly as possible;
- produce an action plan for the resolution of your complaint and communicate this to you within two working weeks. The timescales in the plan will reflect the complexity of the complaint.
- provide a full written response, setting out the conclusion of our investigation and the rationale for that conclusion as soon as practicable and within two months - if we cannot respond to you within two months, we will let you know.

Escalating a Complaint

If you are not satisfied with our response, you can request that your complaint is escalated to the Board. To do this please email office@scottish-rowing.org.uk marked for the attention of the President of Scottish Rowing.

Your complaint will be reviewed by one or more people that have not been involved in the original consideration, as determined by the Board. It could be a member of staff, another individual or a panel of two or more individuals from the Board or independent of Scottish Rowing, 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. If we cannot respond to you within four weeks, we will let you know. Please note that this decision will be final.

Confidentiality

So far as is practicable, confidentiality will be maintained at all times in respect of all those involved in any enquiries or investigations unless there is an over-riding obligation in the interests of the safety or protection of children for such information to be shared with other interested parties. Any such information shared shall be on a need-to-know basis only and following any guidelines as set out by Children 1st.