

British Weight Lifting Complaints Procedure

British Weight Lifting (BWL) is committed to providing a high-quality service to all our members/customers. However, if something goes wrong we would like to hear about it to help improve our services.

All complaints must be made within 14 days of the matter arising.

If your complaint is related to a course, please follow the learner complaints procedure, found in the [Policies and Guidelines - British Weight Lifting](#) section of the website.

If you wish to make any other type of complaint, please follow the procedure laid out below.

Please note that if a complaint reported via the following procedure is identified as a safeguarding concern it will follow the safeguarding process as detailed in the Safeguarding Case Management Process [BWL Safeguarding Case Management Terms of Reference](#)

How to submit your complaint

Complaints should be submitted using this link [Complaint Form](#) or using the QR Code



Please provide as much detail as possible in relation to the complaint including what stage the complaint is at

Stage 1

An informal complaint can be made to BWL. BWL will discuss the complaint with the individual and attempt to agree on a way forward or a solution that suits both parties.

Stage 2



If the complaint cannot be resolved informally to the satisfaction of the individual, then a formal complaint should be submitted. The BWL Complaints Officer will write to the individual to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken. The BWL Complaints Officer will carry out a full investigation and will write to the individual within 20 working days with the findings and a decision as to whether the complaint was justified

Stage 3

If the individual has followed Stage 1 and/or 2 of the complaints procedure and are still dissatisfied with the outcome, they have the right to take their complaint to the BWL Chief Executive.

Stage 4

All complaints should follow the complaints procedure for stages 1 – 3. If at the end of stage 3 the individual is still dissatisfied with the outcome of the complaint, then an escalation to the Board can be requested.

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