

## Complaints Procedure

British Weight Lifting are committed to providing a high quality of service to all our customers. However, if something goes wrong we would like to hear about it to help to improve our services we give to our customers.

If you wish to make a complaint, please follow the procedure laid out below.

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

If your complaint is related to a course, please follow the course complaints procedure, available on the coaching and learning section of the resource bank.

### **Stage 1**

An informal complaint can be made to the British Weight Lifting Office. The Office should discuss the complaint with the individual and attempt to agree 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, or if the individual feels that they cannot make an informal complaint to the Office, the complaint should be submitted in writing to Lisa Smith, the Complaints Officer, at British Weight Lifting, 1<sup>st</sup> Floor Office Suite, St Ann's Mill, Commercial Road, Leeds LS5 3AE, or use the form below.

The individual should provide a detailed account of their grievance. The 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 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.

All Stage 2 complaints should be sent to:

The Complaints Officer

Lisa Smith - [lisa.smith@britishweightlifting.org](mailto:lisa.smith@britishweightlifting.org)

1<sup>st</sup> Floor Office Suite, St Ann's Mill, Commercial Road, Leeds LS5 3AE

### Complaints Form

Name	
Address	
Email address	
Describe the nature of your complaint as fully as possible:	
Please attach an additional sheet if necessary	

### **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 British Weight Lifting Chief Executive.

All Stage 3 complaints should be sent to:

Address:   FAO:           Matthew Curtain  
                                  Chief Executive  
                                  1<sup>st</sup> Floor Office Suite  
                                  St Ann's Mill  
                                  Commercial Road  
                                  Leeds  
                                  LS5 3AE

Email:                   [matthew.curtain@britishweightlifting.org](mailto:matthew.curtain@britishweightlifting.org)

**The Chief Executive's decision is final.**