

4.9 Complaints Policy

1 Introduction

- 1.1 Virtus, its staff and officials are committed to delivering the best possible service for its members and stakeholders. We recognise that the way we manage complaints is an important part of this.
- 1.2 The aim of the policy is to ensure that member nations, staff, volunteers, stakeholders and partners and the public who use our services know how to complain and can do so easily - with support if they need it - and without fear of being victimised
- 1.3 If you make a complaint:
 - a) we will aim to resolve it at the earliest possible opportunity and keep you informed about timescales and progress investigating it
 - b) we will manage it honestly, constructively, sensitively and fairly
 - c) you will receive a full explanation and, where appropriate, an apology
 - d) we will keep it confidential

2 Complaints Procedure

- 2.1 If you feel you have been treated unfairly by Virtus, or if you feel we have not upheld our commitments, you may make a complaint. There are three stages to our procedure:
 - a) Stage 1: local resolution
 - i At this stage you should try to resolve it at the time of the problem by speaking to the individual concerned, or Virtus representative (for example an event organiser, a Sport Director or Technical Delegate, or Governing Board representative). Many complaints occur through misunderstanding and can be resolved quickly and efficiently if brought to the attention of an official immediately.
 - b) Stage 2: investigation
 - i If stage 1 does not resolve the problem, or you feel unable to raise it in person, then the complaint should be made in writing. This may either be submitted to the Executive Director or to your Virtus Regional Representative. This should be done as quickly as possible after the incident occurred.
 - ii If you need help making the complaint, then you should contact your Virtus member organisation or your Virtus Regional Representative.
 - iii You should include as much detail as possible about the circumstances of the complaint, the individuals involved, the dates, and the reason you are making the complaint.
 - iv At this stage we will look into the complaint and conduct an informal or formal investigation, depending on the severity of the complaint.
 - c) Stage 3: review
 - i If you are not happy with the findings of the investigation, you may request a review. This must be put in writing, detailing why the reason for the review, within 30 days.
 - ii The review process is undertaken to see if the investigation was reasonably and fairly conducted and that the response to the investigation was adequate given the nature of the original complaint.

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2.2 Stage 3 is the final part of the Virtus complaints procedure.

3 Timescales

3.1 When a written complaint (stage 2) is made we aim to ensure an acknowledgment is given within 10 working days and a full response within 25 working days.

3.2 We believe that most complaints will be resolved in this time scale but where it is not possible we may extend this, but will keep you informed of the reason for the delay.