

COMPLAINTS POLICY

UPDATED: SEPTEMBER
2023



Scottish
Volleyball

Complaints Policy

Scottish Volleyball (SV) is committed to providing a high-quality service to all our members and partners. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact the SV CEO at welfare@scottishvolleyball.org with the details. Only complaints made in writing including name and address of those making the complaint will be accepted for further investigation.

Should the complaint relate to the actions of the CEO it should be directed to the SV President who can be contacted at scott@scottishvolleyball.org.

This does not apply to complaints relating to the safeguarding of a child or vulnerable group/adults. (Please refer to the SV Policies and Procedures relating to the Safeguarding of Children, Young People and Protected Adults in Sport for further information and actions)

What will happen next?

1. We will then investigate your complaint. This will normally involve reviewing your complaint and investigating the issues that are raised.
2. The CEO will then arrange for the appropriate SV staff member to contact you to discuss and hopefully resolve your complaint. This will be within 14 days of making your complaint.
3. Should we be unable to resolve the complaint at this point, we will contact you to arrange a convenient time to meet you in person to discuss your complaint further.
4. Within seven days of the meeting, the CEO will write to you to confirm discussions that took place during the meeting and any solutions agreed with you.
5. If you do not want a meeting or it is not possible, a detailed written reply to your complaint will be sent, including suggestions for resolving the matter, within 28 days of you making your complaint.
6. At this stage, if you are still not satisfied, you should contact the CEO again and they will arrange for the SV President to independently review the decision.
7. The SV President will write to you within 14 days of receiving your request for a review, confirming the final position on your complaint and outlining our reasons.

If we have to change any of the timescales above, we shall let you know and explain why.