

International Lifesaving – Europe ILSE



POLICY: COMPLAINTS HANDLING

Edition 2017

REVIEW DATE: To be confirmed 2021

1. INTRODUCTION AND PURPOSE

International Lifesaving Federation of Europe [ILSE] views complaints as an opportunity to learn and improve for the future, a chance to put things right for the person or organization that has made the complaint and for maintaining and building relationships with the people on whom the charity depends. It is recognized that complaints can sometimes lead to serious consequences for both the person[s] subject of the complaint as well as the complainant, hence the fact that all complaints must be treated seriously and appropriately.

The purpose of this policy is to:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- To make sure everyone at the ILSE knows what to do if a complaint is received;
- To make sure all complaints are investigated fairly, in a timely way and by the appropriate authority;
- To make sure that complaints are, wherever possible, resolved and that relationships are maintained;
- To gather information which helps us to improve what we do.

2. DEFINITIONS

Complaint in this policy means any expression of dissatisfaction, whether justified or not, about any aspect of ILSE.

3. SCOPE AND CONTEXT -Who

This Policy includes ILSE Directors, Volunteer members of ILSE Commissions, Working Groups and anyone associated with national teams [competitors and team managers, coaches and support staff]. It also includes individuals and organisations that are affiliated to ILSE.

POLICY STATEMENTS

4.

4.1 Where Complaints Come From

- a. Any person or organisation that has a legitimate interest in or has a relationship with ILSE can make a complaint under this policy.
- b. It is preferred that complaints be submitted in writing via post, telefax or by email. A complaint can be received verbally, however if a complaint is initially made verbally it must be then substantiated in writing before any action/enquiries are taken.
- c. Written complaints may be sent to the ILSE Headquarters.

d. Verbal complaints may be made by phone or in person to the ILSE president but then must be supported in writing.

4.2 Confidentiality

a. All complaint information will be handled in confidence and with sensitivity, and only those who need to know and following any relevant data protection requirements will be informed.

4.3 Receiving Complaints

a. Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

b. Complaints received verbally by telephone or in person need to be recorded in writing. The person who receives a telephone or in person complaint will:

i. Write down the facts of the complaint.

ii. Take the complainant's name, address and telephone number.

iii. Note down the relationship of the complainant to ILSE.

iv. Tell the complainant that ILSE have a complaints procedure.

v. Tell the complainant what will happen next and how long it will take.

vi. Where appropriate, ask the complainant to send a signed written account by post or by email so that the complaint is recorded in the complainant's own words.

vii. Where possible provide signed written supporting evidence from any witnesses.

4.4 Resolving Complaints

a. Preliminary Stage

i. It is important at the outset to determine if a complaint is legitimate as at times there can be complaints that are perceived and without merit.

ii. On receiving a complaint, the person receiving it should ascertain if the complainant has made every effort to directly address their concern with the individual involved or responsible and should encourage that they do so whilst recognising this may not be appropriate or possible

b. Stage One

i. The person responsible for the issue being complained about best resolves a complaint. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

ii. Whether or not the complaint has been resolved, the complaint information should be passed to the ILSE secretariat within 14 days.

iii. On receiving the complaint, the ILSE Secretariat records it in the complaints log. If it has not already been resolved, then the Secretariat will appoint an appropriate person to investigate it and to take appropriate action.

iv. If the complaint relates to a specific person, they should be informed and provided with a clear statement of the nature of the complaint and what exactly is being investigated and given a fair opportunity to respond.

v. If there is any suggestion of criminal activity, consideration should be given to notifying the police or other external authority

vi. Complaints must be acknowledged in writing by the person handling the complaint within 7 days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints handling policy should be attached.

vii. Complainants should receive a definitive reply within 28 days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

viii. The reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

c. Stage Two

- i. If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed by the ILSE President.
- ii. The ILSE President may investigate the facts of the case themselves or delegate a suitably senior person to do so or engage a suitable person to assist him/her in the investigation. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One, and possibly the complainant.
- iii. The ILSE President may, as a result of his/her investigation, determine the complaint is to be reviewed by the ILSE Chancellery in accordance with Stage 3.

d. Stage Three

- i. The request for Chancellery review should be acknowledged in writing within 7 days. The acknowledgement should identify the persons (minimum of two) who will deal with the case and when the complainant can expect a reply.
- ii. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.
- iii. The person who dealt with the original complaint at Stage One should be kept informed.
- iv. Ideally complainants should receive a definitive reply within 28 days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- v. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.
- vi. The decision taken at this stage is final, unless the Chancellery decides it is appropriate to seek external assistance with resolution.

4.5 Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends, which may indicate a need to take further action.

5. REVIEW OF POLICY

This policy is subject to regular review at a maximum four year interval.

6. ACCESS TO POLICY

This policy will be available for viewing by any person on the ILSE website or a copy will be sent upon request.

7. FURTHER INFORMATION

For further information, please contact:

ILSE
Im Niedernfeld 1-3
31542 Bad Nenndorf
Germany