



Waterski & Wakeboard Scotland

# COMPLAINTS POLICY & PROCEDURE

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## 1. Introduction

WWS is the Scottish Governing Body for the sports of Waterski and Wakeboarding. We are committed to providing high quality customer-focussed services to our clubs/partners, individual members and the general public. We want everyone to be confident that we are open and accountable, and that, if we get things wrong, we will listen to you and do all that we can to resolve the issue professionally, transparently, fairly and within appropriate timescales. We are also committed to learning from any mistakes or failings so that we can continuously improve the services that we deliver.

## 2. What is a complaint

A complaint can be made where there is a view that the standard of service which we have delivered is not satisfactory, or that an action we have taken is in breach of our policies and/or procedures.

What a complaint can be raised about:

- The standard of service we have delivered
- The behaviour of our staff/volunteers while undertaking WWS activities

What can't be complained about:

- Our policies or policy decisions
- Matters that have already been fully investigated through the complaints procedure (see Section 9 Vexatious and Repetitive Complaints).

## 3. Who can make a complaint

Anyone can make a complaint to us – including representatives of someone who is unhappy with the service we have provided. This could include family members or friends, advice organisations, social workers, doctors and solicitors. We will need the complainant's written consent before we can engage with a representative.

## 4. Confidentiality

Our complaints investigations will be transparent and fair. We will aim to preserve confidentiality in our investigations however, if another person is named in a complaint then we consider that they should know what is alleged and who is making the complaint.

If we receive an anonymous complaint we will explore as far as possible however this can limit our ability to investigate fully.

All complaints received will be dealt with in accordance with the requirements of General Data Protection Regulations.

## 5. How to make a complaint

You can make a complaint verbally, by emailing us @ [coo@waterskiandwakeboardscotland.co.uk](mailto:coo@waterskiandwakeboardscotland.co.uk) or writing to us at

Waterski and Wakeboard Scotland  
Townhill  
Dunfermline  
KY12 0HT

If your complaint is verbal, we will record it in writing (with your confirmation that we have recorded the issue correctly).

Please state that you are making a complaint and provide as much clarity and detail about that complaint as you can - this will help us to resolve it as quickly as possible. Also send us any relevant documents about your complaint. If we don't have enough information to deal with your complaint, we'll contact you and ask for further information.

Please note that we will record all complaints and their outcomes to help us with our continuous improvement reviews and activities.

## 6. The complaints process

### Stage 1

Complaints will be investigated and responded to by the WWS Chief Operating Officer (unless the complaint is specifically about the COO, in which case your complaint will move directly into Stage 2 – see below). Most complaints should be resolved at Stage 1.

### Stage 2

If you're unhappy with the response from Stage 1, or the complaint is specifically about the COO, you can request that your complaint is reviewed at Stage 2 where it will be dealt with by a Director.

## 7. Timescales

At each of the above stages, you'll receive an acknowledgement of your complaint within 5 working days of its receipt. We'll send a full response to your complaint within 20 working days of receipt. If we are not able to conclude our investigations by this time we will write to you in advance to let you know.

## 8. Outcomes

Where our investigation determines that we have got something wrong we will take actions to put matters right. We will acknowledge our failing, apologise and ensure that the corrective action we take is proportionate and appropriate.

## 9. Vexatious and Repetitive Complaints

It's important to us that the resolution of a complaint is acceptable to both parties. However complaints can sometimes become a vehicle for individuals to try to reopen previous issues and continued complaints after the underlying complaint has been dealt with go beyond the reasonable pursuit of resolution. 'Vexatious' or 'repetitive' complaints can be costly to handle and may use a disproportionate amount of time to respond to.

In deciding if a complaint is vexatious or repetitive we will consider (but not limited to) the following:

- Does the complaint lack any serious purpose or value?

- Is the complaint requesting information which has already been provided, or is re-opening issues which have been responded to before?
- Is the tone of the complaint confrontational and demonstrates that the purpose is to argue rather than obtain information?
- Could the complaint fairly be seen as obsessive – or as being designed to simply cause disruption or annoyance?
- Does the complaint appear to be designed to cause disruption or annoyance?
- Will responding to the complaint result in disproportionate financial and/or administrative burden?

We will also consider the context of the complaint – this may include the number and subject of other complaints made by the applicant.

Where WWS deem the complaint to be vexatious or repetitive we will notify the complainant that no further correspondence will be entered into on the matter in question.

## 10. Unreasonable behaviour

Where a complainant is aggressive, abusive, harassing or threatening – whether directly or indirectly – we will consider this unreasonable.

We will notify the complainant in writing that no further contact will be undertaken, and this will apply to all WWS contacts. If necessary, we will confirm a no-contact timescale.