

Section 1 Overview

We are committed to resolving complaints effectively and without undue delay. Wherever possible we will try to resolve complaints with an informal process. However, if this is not possible, we will provide a clear escalation route that is fair and impartial.

If a situation arises where we may not have adhered to policies, processes or it is believed there has been a wrongdoing, we will first apologise and take prompt action to put the matter right. If we can resolve your complaint by clarifying our position, or explaining our decision-making process we will do so.

We will be open and honest and ensure that you are not disadvantaged in your future dealings with us because of your complaint.

We will respect your privacy and ensure that your complaint is treated confidentially

Section 2 Complaints

Complaints we are able to support:

- If you feel we have provided poor customer service or treated you unfairly
- If you feel we have failed to properly follow one of our procedures or policies (maladministration)
- If you feel we have not reached a decision properly (maladministration)

Complaints we may be unable to support:

- If you wish to make it anonymously
- If you wish to disagree with wider government policy
- If you wish to disagree with a decision that was reached properly and in accordance with our policies and procedures
- If your complaint relates to a planning decision taken by a Local Planning Authority
- If your complaint is about an NGB or sports and other organisation unless your complaint calls into question the organisation's adherence to a funding agreement with us
- If your complaint is about an employment, membership or contractual dispute with an organisation we fund.

Section 3 General Information

- Complaints can be made in writing or, depending on the nature of your complaint, verbally
- We ask you to set out the reasons for your dissatisfaction clearly, provide copies of any background information you consider relevant and outline any action you think we could take to resolve the matter
- Complaints should be made within 90 days of the incident giving rise to your concern. We may, at our discretion consider complaints raised after 90 days if there has been an understandable reason for the delay

- If you make a complaint, we will ask you to provide your name and contact details; we will only use this information for the purpose of handling your complaint and will not disclose it to anyone else
- We may need to contact other parties (without disclosing your identity) to properly investigate your complaint. If you do not wish us to do so you must tell us although we reserve the right to refer serious matters to relevant enforcement authorities at any time
- We will acknowledge your complaint within three working days and provide you with contact details for the member of staff looking into the matter
- We will aim to provide a response as quickly as possible within twenty working days but if we need longer to consider your complaint we will explain why and tell you when you can expect to receive a response
- If, at any stage, you are unclear about how to make a complaint and feel you need further advice you should contact the Business Support Manager by email faye.scott@jerseysport.je or in writing at;

Jersey Sport
Main Pavilion
FB Fields
La Grande Route de Saint Clément
St Clement
JE2 6QN

Section 4 Complaints about our actions

If, having read the sections above regarding our complaints policy, you decide to raise a complaint about:

- Our customer service or the way we have treated you
- Our failure to properly follow one of our procedures or policies
- Our failure to reach a decision properly

The following information sets out how we will handle your complaint and explains how we will seek to provide you with a satisfactory response.

Informal complaint

We hope that most complaints can be settled quickly and as close to the source of the problem as possible. Therefore, if you are dissatisfied with a service we have provided or any other aspect of our contact with you should initially contact the member of staff in question and ask them to help you to resolve the matter.

The members of staff will work with you to understand why you are dissatisfied and, if possible, take action to resolve the matter immediately and informally. If it becomes apparent that informal resolution will not be possible your complaint will be escalated for consideration as a formal complaint straightaway.

We recognise that there may be circumstances under which you might prefer not to contact the member of staff in question. In these cases, you should contact the Business Support Manager faye.scott@jerseysport.je who will direct your issue to the appropriate member of staff. There is no need to disclose the informal complaint at this point, as this can remain confidential.

Formal complaint

If you remain dissatisfied or there is a conflict of interest after contacting the member of staff concerned you should write to the Head of Sport & Community. Details of the Head of Sport & Community will be provided by the member of staff who considered your complaint at stage one.

The Head of Sport & Community will investigate your complaint personally. They will review the facts and consider any information you have provided us with. At the end of your formal complaint we will write to you to tell you the outcome and explain any action we propose to take.

We recognise that there may be circumstances under which you might prefer not to contact the member of staff in question. In these cases, you should contact the Business Support Manger faye.scott@jerseysport.je who will direct your issue to the appropriate member of staff. There is no need to disclose the informal complaint at this point, as this can remain confidential.

Appeal

If your complaint is still not resolved, please refer the matter to the CEO.

The CEO will review the facts, consider any information you have provided and review our prior handling of your complaint.

After considering your appeal the CEO will communicate and decisions or actions that need to be taken

Section 5 What we expect from you

We understand that if you have a complaint, you are likely to feel strongly about it. We also understand that you may feel angry, frustrated or upset by the circumstances that led to your complaint and that this may cause you to act in a way that is out of character. Nevertheless, we expect you to be polite and courteous to our staff and we will not tolerate aggressive or abusive behaviours.

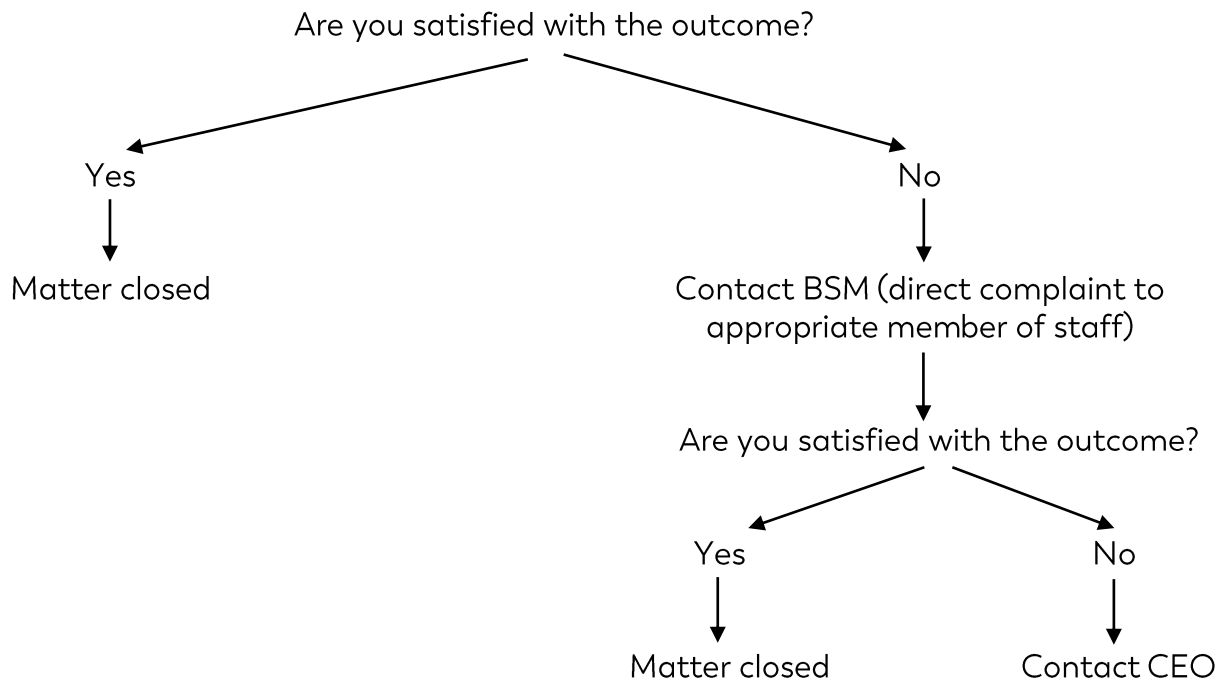
Unreasonable complaints

In most cases complaints can be dealt with quickly and simply. However, in a minority of cases complaints are pursued in unreasonable and inappropriate ways. We have no choice but to take action to protect our staff where this is the case.

Unreasonable complaints are complaints that, because of the nature of the contact or frequency with which the complaint is pursued, hinder our ability to properly consider the matters at hand or place unwarranted demands on staff time. Unreasonable complaints may be justified grievances pursued in inappropriate ways, or they may be complaints which appear to have no substance, or which have already been fully investigated or responded to.

Appendix

Flowchart - actions and decisions



Issued By	David Kennedy
Index Code	
Author	David Kennedy
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Change History

Version	Date Issued	Issued By	Reason for Change
V2	June 2024	Faye Scott - BSM	Updated template and name changes.
V3	July 2025	Faye Scott - BSM	Detailed review of policy and name changes.

Approval

Presented by	Approved By	Date
Faye Scott	Executive	July 2025