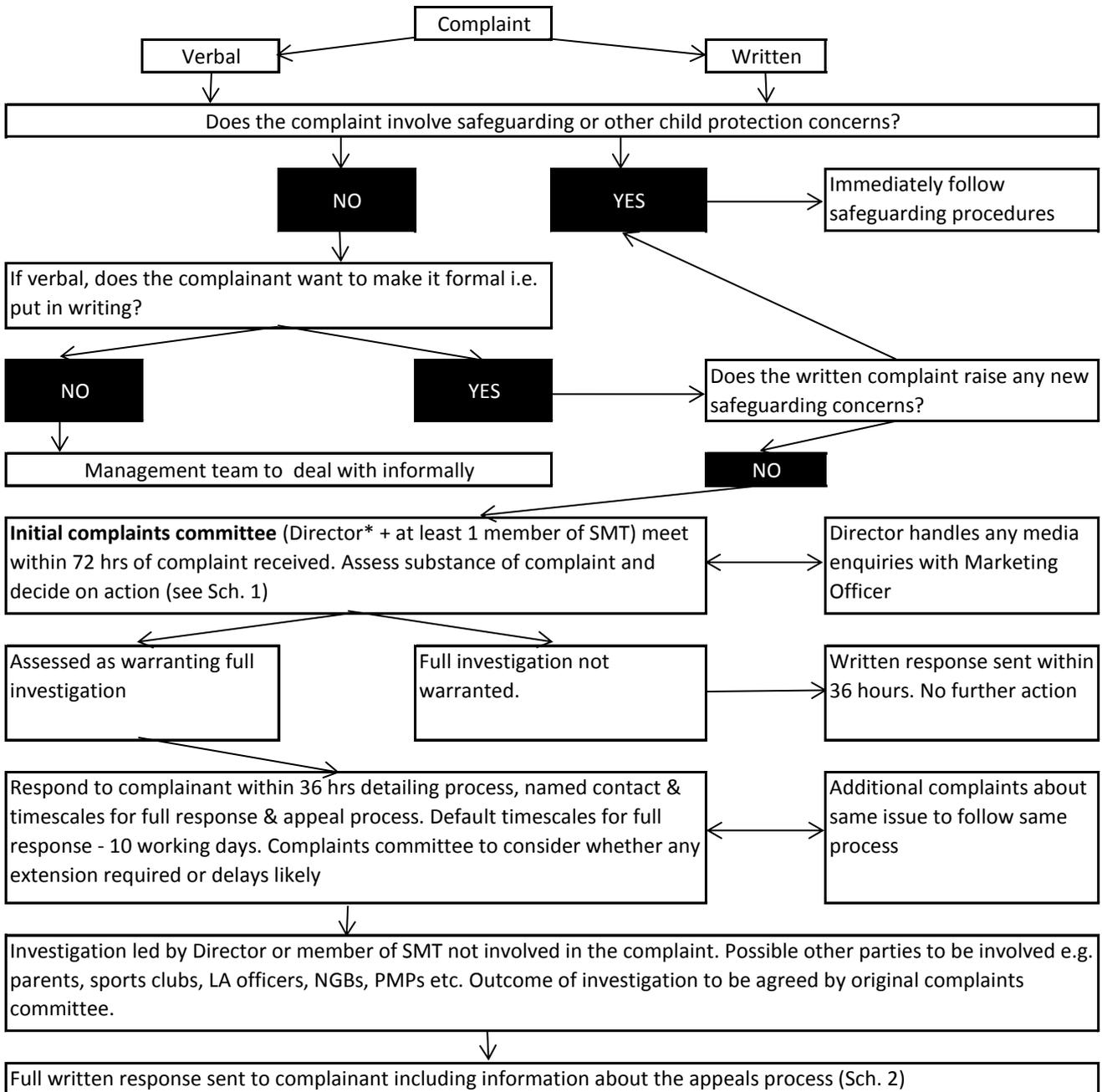


## Derbyshire Sport Complaints Procedure

This complaints procedure provides:

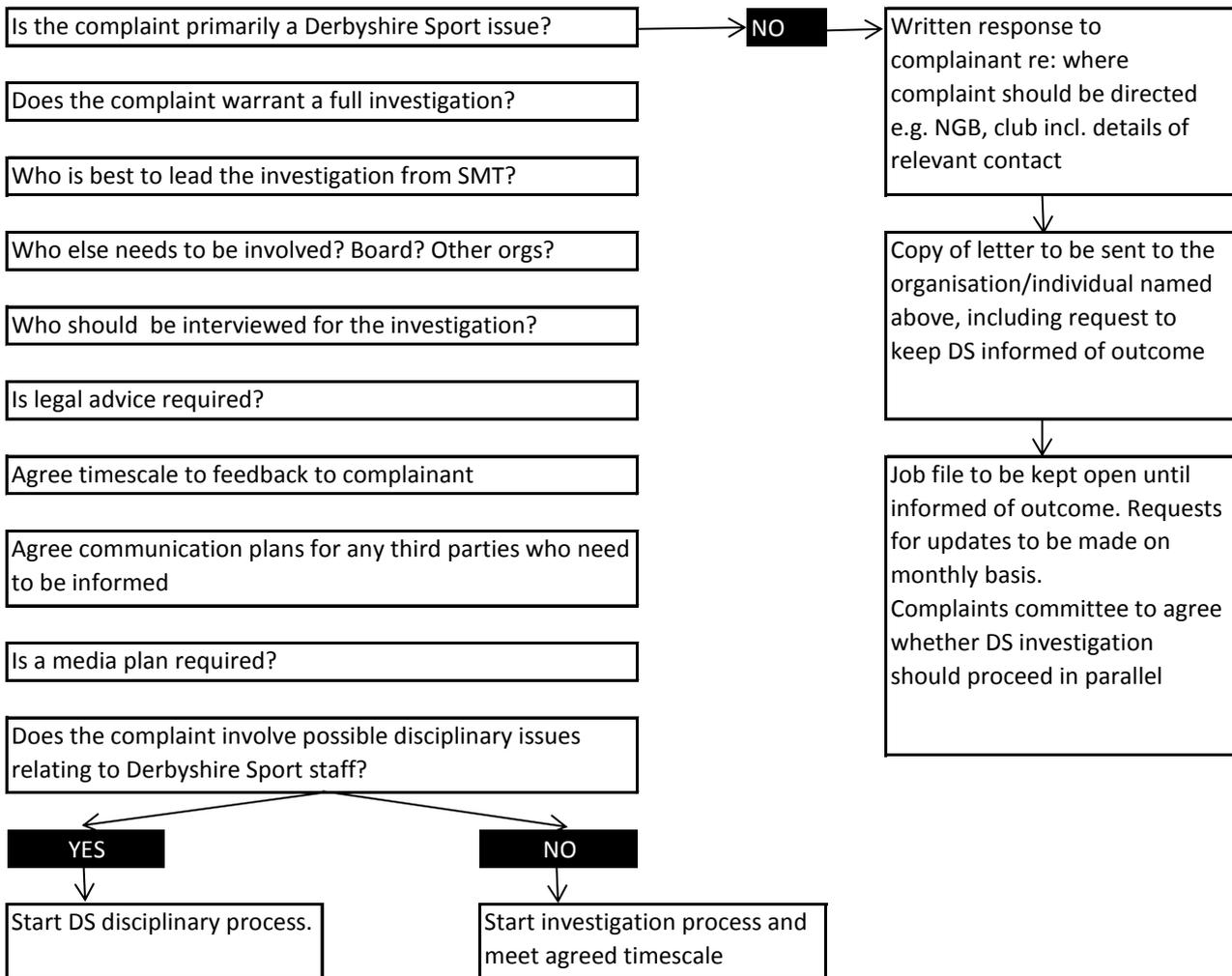
- an accessible and effective process to challenge decisions or submit a complaint about the quality of service received,
- a clear, comprehensive framework for Derbyshire Sport to follow to investigate and assess any complaints made by external parties.



\* If the Director is unavailable or the complaint relates to the Director, 2 members of the SMT will form the initial complaints committee in consultation with the Chair or Vice Chair of the Board.

**Schedule 1**

Key factors to be considered by the initial complaints committee on receipt of the complaint



**Schedule 2 - Appeals Process**

Any dispute that cannot be resolved shall be referred to the Board. This is the appeal process. No appeals will be considered before the conclusion of the formal complaints procedure. No appeals shall be considered unless submitted by the original complainant except in circumstances where a third party is representing his/her interests due to incapacity (physical, mental, emotional).

All appeals must be submitted in writing within 10 working days of receipt of original written decision.

