



GUERNSEY SPORTS COMMISSION COMPLAINTS PROCEDURE

In the event of a complaint being made against the Guernsey Sports Commission LBG the following procedure shall be adopted.

1. The complaint will initially be reported to the Chief Executive Officer of the Guernsey Sports Commission who shall investigate the matter in a timely manner in order to ensure that there is no unreasonable delay.
2. The Chief Executive Officer shall request the complainant to submit their complaint in writing and shall on receipt of the written complaint investigate the matter. Such investigation shall encompass asking any member of staff who is complained about to provide an account of the matter being investigated such account to be in writing.
3. Having received the written complaint and the written response the CEO may ask for additional clarification from either party or any third party who witnessed the incident giving rise to the complaint. In addition he may consult any external agency (where relevant) for an expert opinion as to good practice such consultation to be on a “no names” basis.
4. Having investigated the complaint the CEO shall write to the complainant (with a copy of such letter being sent to the member of staff) advising the complainant of the result of the investigation a copy of the letter also being sent to the Chairman of the Guernsey Sports Commission.
5. If either the complainant or the member of staff is not satisfied with the outcome of the investigation by the CEO they may in writing and within 7 days of the letter from the CEO request the Chairman of the Guernsey Sports Commission to establish a panel consisting of three Directors to investigate the complaint.
6. The panel shall have total discretion in the manner in which they deal with investigating the complaint. They shall publish their decision in writing which shall be communicated to both parties and the CEO. Their decision shall be final.
7. In the event that the complaint is a complaint about the conduct of the Chief Executive Officer then the matter will be investigated by the Guernsey Sports Commission Chief Operations Director the investigation procedure shall follow the procedure outlined above with the consequential amendment of substituting the words Chief Operations Director for Chief Executive Officer where appropriate in the above text.