



British Skydiving
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Complaints Policy

Introduction

It is British Skydiving's position to ensure that any current British Skydiving member or volunteer can make a complaint about a decision that has been made which affects their ability to skydive or undertake activities associated with skydiving.

It is intended to ensure that any complaint will be investigated in a fair and ethical manner now that a compliance function is established.

All issues raised should be in good faith and reported confidentially through the email address: complianceofficer@britishskydiving.org

Policy

1. British Skydiving is committed to investigating **all** complaints raised.
2. All complaints raised should be sent in writing to the Compliance Officer¹ as they are the primary complaint handler and the first point of contact.
3. Details of the complaint must **not** be discussed with anyone and should remain confidential throughout the process to ensure a fair and uncorrupted investigation.
4. At the end of the complaints procedure, the individual or individuals will be informed of the outcome in writing. There is a right of appeal if the individual member does not agree with the decision.
5. This policy does not deal with ethical concerns. Ethical concerns must be raised in accordance with the requirements of the Ethical Concerns Policy.
6. This policy does not cover decisions or recommendations made by the Directors of the Association in the right and proper exercise of their duties as per the Companies Act 2006.
7. This policy does not cover issues that arise as a result of Whistleblowing.
8. The Complaints Policy may be updated from time to time, and you should always refer to the latest version.
9. British Skydiving has an internal procedure that it will follow when dealing with any complaint.

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¹ The Compliance Officer is an independent professional contracted by British Skydiving.