

TIFAM General Complaints and Feedback Procedure

1 Purpose

TIFAM welcomes complaints, suggestions and feedback as a way to improve activities, services and communication.

This procedure provides a simple route for concerns involving administration or service quality.

2 Scope

The procedure covers matters such as:

- membership administration;
- event information;
- delays;
- failure to respond;
- mistakes in correspondence;
- fees;
- refunds;
- accessibility;
- coaching-course administration;
- meeting arrangements;
- general service quality;
- suggestions for improvement.

A complaint may be made by:

- member;
- affiliated club;
- participant;
- parent or guardian;
- volunteer;
- official;

- visitor;
- another directly affected person.

3 Matters using another procedure

A concern shall transfer promptly where it involves:

- child safeguarding;
- adult safeguarding;
- immediate safety danger;
- bullying;
- harassment;
- discrimination;
- abuse;
- cheating;
- defamation;
- other misconduct;
- scoring;
- equipment classification;
- referee decisions;
- national team selection;
- statutory company membership;
- removal of a director.

The complainant shall be told which procedure applies.

4 Informal resolution

A minor issue should first be raised with the responsible officer, organiser or club where suitable.

Possible outcomes include:

- explanation;
- correction;
- missing information;
- apology;
- practical adjustment;

- reconsideration of an administrative action.

A person may proceed directly to a written complaint where informal contact is unsuitable or has failed.

5 Written complaint

A complaint should be sent to the TIFAM Secretary or another officer identified by the Board.

It should include:

- complainant's name;
- contact details;
- clear description;
- relevant date;
- relevant event or activity;
- supporting information;
- steps already taken;
- outcome requested.

A verbal complaint may be accepted where age, disability, distress, language difficulty or another reasonable circumstance makes writing difficult.

TIFAM may create a written record and ask the person to confirm it.

6 Anonymous information

Anonymous information may be considered.

The available response may be limited where facts cannot be checked or fair comment cannot be obtained.

7 Acknowledgement

TIFAM should acknowledge a written complaint within seven days.

The acknowledgement should explain:

- who will review it;
- whether further information is required;
- which procedure applies;
- expected response period.

8 Initial review

The reviewer shall consider:

- whether TIFAM has authority;
- whether another procedure applies;
- whether immediate action is required;
- whether a conflict exists;
- what information is required;
- whether quick resolution is possible.

A person with a material conflict shall withdraw.

9 Stage One response

The officer, organiser or club responsible should first examine the complaint where appropriate.

The reviewer may:

- inspect records;
- speak with relevant persons;
- correct a clear mistake;
- seek advice;
- propose a solution.

A written response should normally issue within fourteen days after receiving the information needed.

The response should state whether the complaint is:

- upheld;
- partly upheld;
- declined with reasons;
- resolved by agreement;
- transferred to another procedure.

10 Stage Two review

A complainant dissatisfied with Stage One may request review within fourteen days.

The request should explain:

- part disputed;
- reason for disagreement;
- information believed to be missing;

- outcome sought.

The Board shall appoint a person with no substantial involvement in the first response.

A written decision should normally issue within twenty-one days.

11 Final internal review

A final review may be requested where:

- material procedural error occurred;
- important evidence was overlooked;
- relevant new information became available;
- decision lacked a reasonable basis;
- conflict affected the review.

The request shall be made within fourteen days.

A director or small panel free from earlier involvement shall complete the review.

The written outcome completes the internal process.

12 Possible outcomes

A complaint may result in:

- explanation;
- apology;
- correction;
- fee adjustment;
- refund;
- improved communication;
- administrative change;
- guidance;
- training;
- Board referral;
- transfer to another procedure.

This procedure does not impose disciplinary sanctions.

Evidence of misconduct shall pass to the Disciplinary Procedure.

13 Fair treatment

A person raising a genuine complaint shall receive fair treatment.

Retaliation, intimidation and punitive exclusion are prohibited.

An unsuccessful complaint does not by itself amount to misconduct.

Knowingly false information, threats or deliberate abuse of the process may be referred through the Disciplinary Procedure.

14 Confidentiality

Information shall be shared only with persons who need it to examine or resolve the matter.

Disclosure may occur for:

- safeguarding;
- safety;
- fair procedure;
- insurance;
- legal duties;
- referral to an authority.

Participants should avoid public or social-media discussion that could harm privacy or fair review.

15 Records

TIFAM shall keep a proportionate record of:

- complaint;
- correspondence;
- information considered;
- decisions;
- action taken;
- review outcome.

Records shall remain secure and follow the Data Protection and Privacy Policy.

16 Time periods

The stated periods are normal targets.

Additional time may be required where:

- several people must be contacted;

- documents remain unavailable;
- technical advice is required;
- illness or absence affects the reviewer;
- another investigation is active.

The complainant shall receive notice of a material delay.

17 Feedback and suggestions

A person may provide feedback or suggestions outside the formal complaints process.

TIFAM may use feedback to improve:

- events;
- education;
- membership services;
- accessibility;
- club support;
- communication;
- safety arrangements.

TIFAM may acknowledge a suggestion while choosing another course of action.

18 Review

TIFAM shall review this procedure regularly and after a case showing that a change would improve fairness or clarity.