



**CIMSPA**

Standards  
Professionalism  
Advocacy

# CIMSPA Complaints Policy

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# CIMSPA Complaints Policy

## Contents

Introduction .....	3
Scope .....	3
Purpose.....	4
Policy .....	4
The complaints process .....	4
Possible outcomes.....	5
Complaint about CIMSPA .....	6
Appeals .....	6
Summary.....	6
Review .....	6

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# Introduction

The Chartered Institute for the Management of Sport and Physical Activity (CIMSPA) is the professional development body for the UK's sport and physical activity workforce. CIMSPA's role is to support, develop and enable all CIMSPA members and partners to succeed in the sport and physical activity sector, ensuring that members receive excellent education and training to facilitate a fulfilling career in the sector. As the champions of professionalism and integrity, CIMSPA aims to provide high-quality standards in all its activities and services.

Complaints provide CIMSPA, its members and partners with the opportunity to learn, improve and rectify any errors, to ensure that members, partners, customers and the public (referred to as stakeholders) continue to experience a level of service that meets both the stakeholders' and CIMSPA's expectations.

## Scope

CIMSPA will act upon all complaints received and it is within CIMSPA's delegated powers as the sector's Chartered Institute to investigate complaints about its members, partners and CIMSPA itself, where it is deemed the standards, behaviour or conduct are contrary to the expectations described in the relevant CIMSPA code of conduct, malpractice or maladministration policies and CIMSPA policies. To access the member and partner code of conduct and policies click [here](#).

Where the nature and content of a complaint is deemed to be outside of CIMSPA's remit for which they are empowered to investigate, in accordance with its Charter and Statutes, CIMSPA reserves the right to refer the complaint to other agencies or authorities. This may be due to issues relating to legal jurisdiction, safeguarding concerns, or suspected criminal behaviour. CIMSPA may also make recommendations to external third parties by way of further support or additional means to assist a complainant, but any subsequent activity such as this, does not constitute part of CIMSPA's own responsibilities, or the formal resolution of the original complaint.

CIMSPA is not empowered to and therefore will not investigate complaints about organisations or individuals who do not hold a CIMSPA Membership, CIMSPA Partnership, or is not an individual recognised by CIMSPA as operating on the institute's behalf.

In the context of the CIMSPA complaints policy the following definitions apply:

**CIMSPA Members** – Inclusive of all CIMSPA membership categories. As a condition of membership and therefore professional recognition by CIMSPA, members must demonstrate consistently high-quality conduct and service provision to all their stakeholders in accordance with the CIMSPA Member Code of Conduct. Complaints relating to individuals will be investigated if they relate to a current member, or a lapsed member if the complaint related to a point in time in which they were in membership.

**CIMSPA Partners** – Inclusive of all CIMSPA partnership types. Organisations in partnership with CIMSPA must demonstrate high quality and consistent conduct to all their stakeholders in accordance with CIMSPA's Partner Code of Conduct. Complaints relating to organisations will be investigated if they relate to a current partner, or a lapsed partner if the complaint related to a point in time in which they were in partnership.

**CIMSPA** – Inclusive of all CIMSPA's people (executive, non-executive, contractors and volunteers), its products or its services. CIMSPA strives to deliver excellent service delivery to its customers, members and partners. Where CIMSPA fails to meet a high level of service delivery and does not meet the standards expected of its customers, members or partners, they are encouraged to use the complaints procedure detailed below to allow us to rectify errors and make improvements in the future.

# Purpose

This policy aims to outline the process for raising a complaint with CIMSPA, and against whom a complaint may be raised.

# Policy

## The complaints process

### Making a complaint

All complaints must be submitted through the CIMSPA complaints form. To access the form and make a complaint please click [here](#). You will be asked for the following information, so please make sure you provide as much detail and evidence as possible to allow for an effective and efficient experience:

- Your full name
- A description of your complaint including:
  - Date(s)
  - Time(s)
  - Location
  - County
- Complaint details including, where possible, the associated breach in CIMSPA's Member or Partner Code of Conduct, malpractice or maladministration policies, or the specific breach by CIMSPA of its own service standards, policies, procedures or agreement.
- Copies of related evidence such as correspondence or other material which may aid CIMSPA's understanding of the complaint.
- Any other relevant information which you feel is pertinent to CIMSPA's understanding of the case.
- Your contact details (we will want to keep you updated on progress, or may need to contact you to seek further details or clarifications)

### Complaints about CIMSPA partners

Where a complaint is made against a CIMSPA Partner, CIMSPA reserves the right to refer the complainant, where appropriate, to follow the complaints process of the Partner or their Regulator (if applicable) to allow organisations to have a fair opportunity to address the complaint directly. This will be communicated within 5 working days from the date the complaint is acknowledged. However, if there is an alleged breach of the CIMSPA Partner Code of Conduct, CIMSPA will begin the investigative process and proceed with the complaint as outlined in this process.

### Anonymity

CIMSPA recognises that sometimes a complainant may wish to remain anonymous. CIMSPA will undertake to accommodate all reasonable requests of anonymity, however due to the specific details, content and evidence provided, which a complainee has a right to be made aware of – with the further right of response to any allegations – the complainant's identity may become obvious by deduction. Therefore, whilst CIMSPA will respect requests for anonymity as far as possible, it cannot guarantee this.

### Acknowledging the complaint

CIMSPA will acknowledge receipt of a complaint within 2 working days, and assign a lead investigator, who will be the complainant's main point of contact during the complaint process.

## Reviewing the complaint

The complaint will be reviewed by the lead investigator within 5 working days of the complaint acknowledgement. The lead investigator will communicate with the complainant and disclose if an investigation is required or if further information to determine the scope of the investigation is required. In the event of a request for further information, a timeframe will be provided for when the additional information must be submitted, this is to allow the complaint to progress in a timely manner. If the time frame is not achieved, CIMSPA will review the complaint based upon the information available at the time.

## Complaint investigation

CIMSPA's lead investigator will conduct a thorough investigation into the evidence provided through the complaint process, and through other channels that is deemed necessary and appropriate to support the investigation process. The lead investigator, may for example, contact the complainant, complaineo or other key witnesses who are referred to in the information submitted, or contact partner organisations for validation of statements made.

## Complaint timescales

CIMSPA aims to complete the investigative process within 20 working days from confirmation that the complaint will be investigated. In circumstances where CIMSPA does not have the information it needs to continue with the investigation, the investigation timescale will be paused until a time in which the required supporting information has been obtained. Therefore, there may be instances due to circumstances arising from the investigation or unforeseen events, where the investigation takes longer than the intended 20 working days however, the lead investigator will keep the complainant and complaineo updated at regular intervals.

## Complaint data retention

CIMSPA will retain all information pertaining complaints in line with our Data Retention Schedule in order to contribute towards the review process as well as quality assurance.

## Possible outcomes

Upon completion of the investigation, the complaint will either be:

- upheld,
- not upheld,
- referred or
- partially upheld.

## Upheld Complaints

Complaints which are Upheld will progress to follow CIMSPA's disciplinary policy, where the CIMSPA disciplinary panel will be convened to hear the information obtained throughout the investigation.

## Notice of completion

The complainant will be notified of the outcome, with confirmation that the complaint process is now complete or closed. Depending on the nature and circumstances of the complaint, the complainant may be provided with some further details, however, this may not always be the case, particularly where doing so may cause a breach in laws relating to data protection.

## Complaint about CIMSPA

Where a complaint about CIMSPA itself is upheld, where it can, CIMSPA will provide the following details with the aim of aiding the understanding of how these conclusions were made, which may be:

- A finding that the CIMSPA did not deliver against its:
  - Customer Service Statement
  - Vision, mission, or values
  - Charter and Statutes
  - Contracts, memorandum of understanding or statement of intent
- Service standards, delivery or conduct were not met.

## Appeals

If the complainant is not satisfied with the handling of the complaint by CIMSPA, in line with the terms outlined in this policy, the complainant may submit an appeal on these grounds to CIMSPA.

Any appeal will only be considered if it is received within 5 working days of receipt of the original complaint outcome. To submit an appeal and to find out more about CIMSPA's appeals policy and process click [here](#).

## Summary

In all circumstances, complaints will be treated seriously, promptly and confidentially. Information obtained throughout the investigation process will be handled sensitively and in accordance with applicable laws and CIMSPA's [data retention schedule](#) whilst acknowledging that it may be necessary to inform relevant CIMSPA personnel and other third parties who need to be aware of the investigation, or its outcomes, as described within the scope of this policy.

## Review

The CIMSPA complaints policy will be reviewed annually with the next review in April 2023 unless a change in policy, governance or other circumstance requires a review prior to this date.

Contact details (to start a formal complaints process, please click [here](#))

For general enquiries, please email [info@cimspa.co.uk](mailto:info@cimspa.co.uk) or call 03438 360200