



# FICS Complaints policy

## FICS INTERNAL POLICY DOCUMENT

### DOCUMENT CONTROL

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1.1	25/09/2019	Update to include complaints against the President and the Secretary general	G Harrison-Brown
1.2	07/10/2019	Update to complaint process time frames	G Harrison-Brown
1.3	09/10/2019	Update with comments from Brian Nook	G Harrison-Brown

## CONTENTS

1.	INTRODUCTION.....	4
2.	GUIDING PRINCIPLES.....	4
3.	SCOPE .....	4
4.	TYPES OF COMPLAINTS .....	4
5.	RESPONSIBILITIES .....	5
	5.1 Executive Management .....	5
	5.2 All staff/volunteers/service providers .....	5
6.	COMPLAINTS/GRIEVANCE HANDLING Process .....	5
	6.1 How to Report a Complaint/Grievance:.....	6
	6.2 Complaints Procedure .....	7
7.	MANAGEMENT REVIEW.....	8
	<b>Appendix A – Complaint/Grievance Submission Form.....</b>	<b>9</b>

## 1. INTRODUCTION

FICS has a commitment to create a work environment which is free from discrimination and harassment and where all members of staff, volunteers, service providers and stakeholders are treated with dignity, courtesy and respect. FICS has an obligation to treat all complaints of discrimination, victimisation, sexual harassment, vilification or seeking unnecessary information on which discrimination might be based seriously. All complaints will be handled confidentially and impartially, investigated promptly and recommendations implemented.

The purpose of the complaints policy is to create a transparent and fair method of responding to complaints, both positive and negative.

The policy applies to complaints received by Executive officers, members, staff, service providers or stakeholders about our activities, programs, policies, staff, service providers or volunteers.

## 2. GUIDING PRINCIPLES

It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible. Review of complaints is fair, impartial and respectful to all parties. Complainants have the right to escalate their complaint to a more senior member of FICS if they are dissatisfied with the treatment or outcome. FICS uses complaints to assist in improving services, policies and procedures to provide a fair and equitable working environment.

## 3. SCOPE

This policy and procedure applies to the processing of all feedback instances and applies to all FICS's Executive Management, staff, volunteers and service providers.

## 4. TYPES OF COMPLAINTS

A complaint is an expression of dissatisfaction about the service, actions, or lack of action by FICs the organization, an individual or group that is representing or working with FICS at the time, and external service providers contracted to FICS.

Examples include but are not limited to:

- Perceived failure to do something agreed upon;
- Perceived failure to observe policies or procedures;
- Concern that an error was made by a staff member/volunteer; or
- Unfair or discourteous actions/statements by staff member/volunteer
- Unlawful discrimination or harassment

## 5. RESPONSIBILITIES

### 5.1 Executive Management

The Executive Management Team of FICS has ultimate responsibility for ensuring that this policy is successfully followed.

Executives and/or Commission Chairs are responsible for ensuring that this policy is available to all parties, all feedback is appropriately sought, received, tracked and dealt with in accordance with this procedure and the complainants specific needs.

Executive Management is required to:

- Ensure that complainants requirements are determined
- Ensure that complainants requirements are met to enhance satisfaction
- Analyse complainants feedback data and determine trends
- Gather and collate complainant's satisfaction data.

### 5.2 All staff/volunteers/service providers

All staff/volunteers/service providers should have the right to work in an environment free from harassment, discrimination or bias and be able to report any such instances free from fear of reprisal.

Any complaint/grievance may be submitted using the complaints form at Annex A and submitted to the appropriate person.

## 6. COMPLAINTS/GRIEVANCE HANDLING PROCESS

If a FICS member receives a complaint/grievance, it will be dealt with quickly, sympathetically and confidentially.

Any FICS member who believes they are experiencing an incident that warrants a complaint/grievance should, if possible, in the first instance approach the person whose behaviours causes concern and ask that behavior to cease.

If the behavior does not cease or the member prefers not to deal directly with the person, a FICS member who believes they are experiencing an incident that warrants a complaint/grievance should report the circumstances immediately to either their immediate supervisor or the next person in the chain of command.

## FICS INTERNAL POLICY DOCUMENT

The supervisor will ascertain whether the complaint can be dealt with directly or escalated to the Secretary General for rectification. If the matter is handled directly, it is the responsibility of the Supervisor to report the incidence to the Secretary General for record.

The complainant may also escalate the complaint/grievance to any member of the Executive team if the complaint/grievance is with a Commission Chair, the President or the Secretary general.

The person handling the complaint/grievance will discuss the options available to the FICS member, which may include one or more of the following steps:

**Option 1:** FICS member desires than no further action be taken.

**Option 2:** FICS member meets face to face with the person whose behavior causes concern and asks the behavior to cease.

**Option 3:** FICS member wishes the matter to be dealt with formally, either directly with the individual through a team-based approach or some other way. Usually this is done using the appropriate supervisor.

**Option 4:** FICS member may make a formal complaint through the organisations internal complaints process as outlined in Section 6.2.

**Option 5:** FICS member may use an external third party to address the complaint/grievance. They must still submit a FICS complaint/grievance form.

It is FICS' requirement that all complaints/grievances received will be recorded and actioned in accordance with this policy.

### 6.1 How to Report a Complaint/Grievance:

A complaint may be received verbally or in writing.

**By phone:** Please call our administrative office at +61 417.324.384 to either lodge the complaint/grievance or to request the contact details of the Secretary General, preferred Executive officer, or the appropriate Commission Chair.

**By email:** Please send your email to [admin@ficsport.org](mailto:admin@ficsport.org) to either lodge the complaint/grievance or request the contact details of the Secretary General, preferred Executive officer, or the appropriate Commission Chair.

## 6.2 Complaints Procedure

The process for managing complaints/grievances is as follows:

- A complaint can be made to any Supervisor, Commission Chair, Secretary General or Executive Officer in FICS.
- The complaint does not have to be in writing, it can be made verbally.
- The complaint/grievance will be handled fairly and based on the principles of natural justice. Natural justice means the right to be given a fair hearing and the opportunity to present your case, and the right to have a decision made by an impartial decision maker.
- There will be no victimisation or recrimination as a result of making a complaint or supplying information to an investigation or other person with a role in this procedure.
- The complaint will be handled confidentially. The person managing the complaint will be independent and impartial of the complaint and any other parties involved. This may be the Secretary General, an Executive Officer, a Commission Chair, or a person appointed from outside FICS.
- All parties to a complaint have the option of nominating a support person to be present.
- All parties to a complaint who require a language interpreter will be provided with a professional interpreter.
- The complaint will be dealt with as a matter of priority following these steps:
  - The person managing the complaint will discuss the issue with the complainant within 72 hours of the complaint being lodged by a member or within 5 working days if it is lodged by a third party.
  - A complaint review committee will be formed depending on the nature of the complaint, the severity of the complaint and the risk to FICS.
  - The person being complained about will be informed of the allegations against them within 14 days of the complaint being lodged. They will be given an opportunity to respond to the allegations.
  - Statements from witnesses and any other relevant evidence will be collected.
  - This part of the complaint process will generally be completed within 28 working days. However, this time frame may need to be extended depending on the severity of the complaint/grievance and the requirement to involve general counsel. All parties will be informed of the requirement to extend the timetable.
- A report documenting the investigation process, the evidence, findings and recommendations will be prepared and submitted to the appropriate decision maker.

## FICS INTERNAL POLICY DOCUMENT

- The Secretary General, Executive Officer, Commission Chair or External agent will decide what action will be taken, depending on the outcome of the investigation and any other relevant factors.
- Parties to the complaint will be advised about any action to be taken in relation to them. If the outcome is not acceptable to the parties, an appeal can be made within 5 working days to the President or Secretary General to review the complaint and outcome. If the complaint/grievance is against the President/Secretary General, then the 1<sup>st</sup> VP will review the complaint and outcome.
- The Executive or Commission Chair will implement the recommended actions.
- The President or Secretary General will monitor the outcomes of complaint/grievance and take appropriate action to prevent further complaints/grievances arising. If the complaint/grievance is against the President/Secretary General, then the 1<sup>st</sup> VP will become the party monitoring the outcomes.
- A complaint/grievance can also be lodged with an external agency such as the Anti-Discrimination Commission in the relevant country, which has a one-year time limit unless there is good reason for any delay.
- A complaint/grievance to an external agency will not prevent this Complaint Procedure from continuing where the President or Secretary General or 1<sup>st</sup> VP decide that this is appropriate.
- FICS will review this procedure every three years

## 7. MANAGEMENT REVIEW

Results of complaints/grievances are reviewed and approved by the Secretary General and presented at the Executive meetings where the Executive will review the outcomes to determine:

- The level of satisfaction related to each complaint/grievance resolution
- Whether any follow up action is warranted
- Whether the complaint/grievance process is effective or needs amending

The 1<sup>st</sup> VP will perform the functions of the Secretary General where the complaint/grievance is against the Secretary General.



# APPENDIX A – COMPLAINT/GRIEVANCE SUBMISSION FORM



Fédération Internationale de Chiropratique du Sport  
The International Federation of Sports Chiropractic

## LODGMET FORM for a Complaint/Grievance with FICS:

The process for managing complaints/grievances is outlined in the FICS complaints policy. A complaint may be received verbally or in writing.

**By phone:** Please call our administrative office at +61 417.324.384 to either lodge the complaint/grievance or to request the contact details of the Secretary General, preferred Executive officer, or the appropriate Commission Chair.

**By email:** Please send your email to [admin@ficsport.org](mailto:admin@ficsport.org) to either lodge the complaint/grievance or request the contact details of the Secretary General, preferred Executive officer, or the appropriate Commission Chair.

If you do not have sufficient space, please attach additional pages. FICS will treat this information confidentially, however you should be aware that if your complaint is about another person, it may become necessary to disclose your identity and/or complaint, as well as to conduct a formal investigation. Should such a disclosure become necessary, it will be only to the person(s) with a need to know your identity or the details and nature of the complaint.

### COMPLAINT/GRIEVANCE SUBMISSION FORM

Date:

#### PERSONAL INFORMATION

Your Name:

Your Contact Details:

Your Organization/Department:

Your Position:

#### INFORMATION ABOUT YOUR COMPLAINT/GRIEVANC

Is this complaint about another person  No  Yes:  
**If yes, identify the person, their position and how they relate to you.**

**Provide specific details of your complaint.** *Please provide as much detail as possible – for example, what happened, when (give approximate times and dates), who was there etc. If you require more space, please attach additional pages*

What impact has this had on you?

Has this happened before?

No

Yes

If yes, please provide details.

**What outcome/remedy are you seeking to resolve your complaint? *For example, an apology***

**What is your preferred method for dealing with the complaint?**

Informal Complaint Procedure

Formal Complaint Procedure

**Have you taken any action to resolve your complaint?**

NO

YES

If yes, describe what you have done so far.

**Is there any other information you would like to include?**