



# Complaints procedure for Competitions 2019/20

National qualifiers, UK final, Squad and Team UK

## Introduction

In collaboration with our Partners (Competition Organising Partners, Lead Judge, Training Managers and Performance Coaches) we aim to provide a high standard of quality and care in all our services. Our competitors and their representatives' views are important to us and help to ensure the competition related services offered by us and our Partners' is consistently meeting the needs of our stakeholders. If you find you are unhappy with any of our services it is important that you let us know.

We take all complaints seriously, particularly if we are alerted to a claim of abuse or neglect. We will follow the procedures as outlined in our safeguard policy, which will determine how to investigate and monitor outcomes.

## Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone taking part in competitions and their friends and family, training provider or employer, may make a suggestion.

First you should speak to the Competition Organising Partner, Lead Judge, Training Manager or Performance Coach. Equally, if you feel that the suggestion is something that WorldSkills UK, as an organisation needs to consider please send this to [competitions@worldskillsuk.org](mailto:competitions@worldskillsuk.org).

## Raising a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

WorldSkills UK assures competitors and their representative that by making a complaint, the competitor would not be disadvantaged in any way, due to a complaint being made in good faith.

## Who can raise a complaint?

A competitor or their representative affected by the way WorldSkills UK provides its services can make a complaint. A representative may raise a complaint for the affected person if they:

- Cannot or do not wish to make a complaint themselves, or
- Have given consent for the representative to act on their behalf, (which must be evidenced as part of the submission).

If you are not happy about raising a complaint yourself and you do not know someone who can talk or write on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you. Please contact us by emailing [competitions@worldskillsuk.org](mailto:competitions@worldskillsuk.org)

## Why raise a complaint?

We pursue excellence in everything we do. We have a responsibility for all competitors and their representatives and want to ensure we provide the best possible service and experience to all who engage in what we do.

## Responsibility

The Head of Education and Skills Competitions has responsibility for managing the complaints procedure with externally selected representatives and staff across the organisation who will lead the investigation.



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### Stage one

In the first instance, we encourage you seek to early resolution at the competition or training activity with the relevant personnel i.e. Competition Organising Partner, Lead Judge or Training Manager.

This could mean an on-the-spot acknowledgment and explanation if something has gone wrong, and immediate action to resolve the problem.

### Stage two

A complaint is defined as an expression of dissatisfaction about matters that affect the quality of the competitors' experience, or about a standard of service provided by or on behalf of WorldSkills UK.

The progression of individuals to the next stage of their competition journey i.e. national qualifier to national final or from national final to Squad or Squad to Team UK is not subject to an appeal. However, a complaint can be made against the conduct of those implementing the competition or training activity, or against the processes involved if any of the following are present:

- Evidence of unfair practice negatively or positively impacting a competitor and their performance
- Evidence of prejudice or of bias on the part of the WorldSkills UK Training Manager/Competition Organising Partner
- Evidence in the breach of the Competition Rules and Code of Ethics

### Time limits

The complaint must be sent within five working days after the incident in writing, addressing the issue with sufficient evidence to [competitions@worldskillsuk.org](mailto:competitions@worldskillsuk.org). WorldSkills UK will acknowledge, by email, receipt of your communication within two working days and aim to resolve within 20 working days, unless agreed otherwise.

If you notify us of your complaint more than one month after the date of the incident, we may not be able to investigate properly. We shall, however, consider whether you had good reason for not raising the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

### Stage three

If a competitor or their representative considers any of the following, then the competitor or their representative can request a review of the outcome of the Stage two investigation:

- There has been a procedural irregularity in the conduct of Stage two investigation;
- New information has come to light, which the competitor or their representative was unable to disclose previously and which would have had a material impact upon the investigation previously undertaken.
- The decision reached was unreasonable based on the information that had been available to the WorldSkills UK when the case was considered.

### Time limits

A competitor or their representative wishing to request a review must do so within 5 working days of the written response to Stage two, addressing the issue with sufficient evidence and information to Head of Education and Skills Competitions by emailing [competitions@worldskillsuk.org](mailto:competitions@worldskillsuk.org).

- This is not a reopening of the original complaint. Dissatisfaction with the outcome of the initial complaint alone is not a valid reason for requesting a review.
- The review will consider whether the outcome of Stage two was reasonable, or should be re-considered in the light of new information, rather than reconsider the original case and its evidence.
- At this stage all decisions are final.