

2K PERFORMANCE - COMPLAINTS POLICY AND PROCEDURE

PURPOSE OF THE POLICY

2K Performance is committed to offering the highest quality of service to our members and stakeholders.

2K Performance work hard to provide an efficient and effective service to all. However, we recognise that there may be occasions where we fall short of expectations and individuals may not be completely satisfied. We believe that all individuals should have the opportunity to provide feedback on whether our standards have been met and all feedback, both positive and negative, should be acknowledged. Should this feedback be negative, and an individual is dissatisfied, we have a formal and informal complaints process which we follow to enable us to put things right.

SCOPE

This policy applies to all stakeholders who wish to make a complaint about any of 2K Performance services or activities. This may include the delivery of services or activities offered by 2K Performance or a failure by 2K Performance to follow a stated policy or procedure. Some complaints may need to be dealt with under a separate process. For example, safeguarding or misconduct are dealt with in accordance with separate policies.

OUR AIM

To ensure that:

- Making a complaint is as easy as possible.
- We deal with it promptly, politely and, when appropriate, confidentially.
- We respond in the right way – for example, with an explanation, or an apology where we have got things wrong, or information on any action taken.
- We learn from complaints and use them to improve our service.

Informal Complaints

If you have a complaint, then in the first instance, you should speak to the committee best placed to resolve your complaint. However, they will direct you to another committee member or organisation if they cannot resolve the complaint themselves.

In making a complaint, please provide as much supporting information as possible, the consequence of this complaint and what action or response you feel would help to resolve the situation.

Our volunteers will work with you to understand why you are dissatisfied and, if possible, act to resolve the matter immediately without need for a formal process to be initiated. If you are still not satisfied with the response, or feel that the issue should be brought to the attention of Snowsport England then please raise a formal written complaint, as detailed below.

In order to ensure that complaints are dealt with properly, we will not usually accept complaints that are made more than 12 months after the event being complained about or brought to your attention.

Formal Complaints Procedure

Formal complaints are submitted in writing and should be marked for the attention of 2K Performance Chair, Jonathan Smith, The Hill, Haslingden Old Rd, Rawtenstall, Lancashire, BB4 8RR.

A formal complaint will always be acknowledged within 10 working days of receipt and we aim to respond to you in full within 20 working days. If this is not possible due to further investigations being required, dependent upon the nature and severity of the complaint received, we will always formally advise the complainant of the progress made so far and advise any revised timescales. It may be necessary to contact complainants verbally during our investigations to enable us to bring the complaint to an amicable resolution. However, we will always formalise any verbal contact in writing following an outcome or action being agreed.

Vexatious Complaints

If a complaint is considered persistent and/or vexatious, we may bring the communication to a close. Vexatious - a complaint instituted without sufficient grounds and serving only to cause annoyance to the receiver of the complaint; an oppressive complaint (with unjust severity); or otherwise, an abuse of the procedures for dealing with complaints or conduct matters. Persistent – a complaint that is substantially the same as a previous complaint (whether made by or on behalf of the same or a different complainant); contains no fresh allegations which significantly affect the account of the previous complaint; no fresh evidence, being evidence, which was not reasonably available at the time the previous complaint was made, is tendered in support of it.

CONFIDENTIALITY Except in exceptional circumstances, every attempt will be made to ensure that both 2K Performance and the complainant maintain confidentiality. If exceptional circumstances dictate that confidentiality cannot be maintained, then the complainant will always be advised of the situation.

MONITORING AND REVIEW

2K Performance is committed to continuous improvement and will record and monitor complaints to enable a continual review of its processes and procedures.

Produced By: Nicola Smith

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