

SSF Complaints Policy

This policy tells you how to make a complaint through the Scottish Surfing Federation.

This document also outlines the procedure that shall be followed in the case of a complaint against the Federation as an organisation, its rules, policies, aims, constitution or a complaint against a member or committee members conduct or behaviour.

A complaint against a member or committee member may be made because you think that someone has behaved in a manner that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies.

SSF Values and Principles

Any SSF member or committee member has the right to make a complaint: the SSF take complaints very seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

Equality: You should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

Fairness: We believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.

Safety and welfare take priority: We will always give priority to concerns that affect safety and welfare. Issues affecting children under the age of 18 are to be treated very seriously.

Confidentiality: Complaints will be handled as confidentially as practicably possible.

How to make a complaint

If you have a complaint, it is often best to start by having a conversation with the other member or committee member if possible. If it is unlikely the problem can be resolved directly with the member in question a written complaint should be made to the SSF President.

If the complaint regards the SSF President, in order to maintain confidentiality, contact should be made to another committee member, the contact details for whom can be found on the SSF website.

It is possible for a complaint to be made anonymously however the investigation process is much easier if as much detail is provided as possible about the situation and the people involved.

SSF Procedure for Dealing With a Complaint




We aim to give an initial response to your complaint as soon as possible, usually within 5 working days, but depending on the urgency of the complaint the initial response could be immediate. We will investigate your complaint fairly and if appropriate the complaint will be discussed with all relevant people. Any information which is relevant to the complaint will be gathered and assessed and may be shown to involved parties if relevant to allow unbiased response regarding the complaint. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

You will be given an update on the progress of your complaint every two weeks, if there are any delays in handling your complaint the SSF will keep you informed and you will be informed about the final outcome of the complaint. The outcome may not be disclosed if the complaint is involving a child or if telling you the outcome may create a risk to other people. In this situation we would only try to tell you information that affects you personally.

Possible Outcomes of a Complaint

- A change in SSF calendar or planned activities/events.
- An explanation or apology.
- An agreement to communicate or act differently in future.
- A revoking of membership or position on committee.
- A change in the SSF constitution to be put forward at AGM.
- A decision to refer the complaint to another authority (i.e police).

Date of last amendment: 16th March 2013

i). President  WILLIAM WATSON
ii). Secretary  Ross Kemp
iii). Treasurer  Chris Noble