

## What to do if you have a Complaint

We believe that almost everyone participating in parkrun, whether volunteer, runner or spectator does so with passion, enthusiasm and the best of intentions. We expect everyone to abide by the parkrun code. (Please click here for [parkrun code](#) and [junior code](#))

Whilst every event is unique, we aim to ensure that everyone participating at a parkrun receives a positive experience. However, sometimes things can and do go wrong and it's important to have a defined complaints procedure to follow when that happens. Our aim is to deal with complaints in a manner, which is consistent, constructive, fair and timely.

Our procedure for handling complaints within the UK is as follows:

- Complaints should initially be raised verbally with the Run Director or Event Director for the event concerned and ideally at the time that the complaint arises. Many complaints can be resolved this way. parkrun would ask that you avoid using social media as a vehicle for airing any complaints/dissatisfaction.
- If you are not satisfied with the outcome of a verbal complaint, or if you feel it is not appropriate to raise your complaint verbally, you may make a written complaint using the contact form that can be found at [parkrun support](#). We would like you to do this as soon as possible, while the facts are still fresh in your mind. Include the word 'complaint' in the subject field and provide as much detail as you can about the complaint. The details you provide will be treated in confidence (though if the subject of the complaint involves criminal allegations or raises safeguarding concerns we may share those details with the relevant statutory authorities).
- Your complaint will be investigated and this may involve us talking further with you, talking to anyone else involved, and gathering any relevant information.
- During an investigation, if all parties agree, we may propose a mediation meeting, which we will facilitate.
- We will aim to respond to you with the conclusions from our investigation along with any proposed corrective actions within 28 days, however, if it is likely to take longer we will notify you with reasons for the delay.
- If you are not satisfied with the outcome of a written complaint, then you may appeal. If you wish to raise an appeal you should use the contact form that can be found at [parkrun support](#). Include the phrase 'complaint appeal' in the subject field and provide us with details of why you are not satisfied with the outcome of your written complaint. A member of parkrun's management team who was not involved in the initial investigation will review your appeal,



## Complaints Procedure

undertake further investigation, and respond within a specified time with a final decision.

If you wish to raise a written complaint about an event outside the UK you should provide details on the contact form that can be found at [parkrun support](#) and this will be reviewed by the relevant country manager who will decide upon a course of action.

### **Monitor & Review**

The Head of HR & VM will be responsible for monitoring the working of this procedure and make recommendations to the Board for amendments.

Author: J Bangerh  
Head of HR & Volunteer Management  
Issue Date: August 2015  
Review Date: August 2016  
Doc Ref: HR/004