



**Please note:** British Rowing will, where possible, provide a formal response to complaints within 21 working days of receipt of the initial complaint. Where it is not possible to provide a response within this timescale, the complainant will be informed in writing of the reasons for the delay and the updated estimate timescale for the provision of the response. The second formal response in the Escalation Stage will be provided as soon as reasonably practicable.

\* British Rowing may recommend the complaint be referred to a third-party organisation where:

- The complaint does not fall under the jurisdiction of British Rowing; or
- Where a complaint is considered to relate to a service that is provided jointly by British Rowing and a third-party organisation and British Rowing considers the third-party organisation would be in a better place position to respond to the complaint.

At any stage of the complaints process British Rowing may, at its sole discretion, decide to refer the complaint to the British Rowing Disciplinary Group for review, advice and/or recommended action.