

World Transplant Games Federation (WTGF)

Complaints Policy and Procedure

The World Transplant Games Federation (WTGF) is dedicated to fostering an environment of excellence, inclusivity, and respect in all our interactions, events, and programs. While we strive for the highest standards, we recognise that there may be occasions where we or our member organisations do not fully meet expectations. We welcome feedback and complaints as opportunities for growth and improvement, helping us to serve our community better and fulfill our mission.

This document outlines WTGF's Complaints Policy and Procedure, including how we address, investigate, and resolve complaints in a respectful and timely manner.

If you have a complaint related to any activity or program under the World Transplant Games Federation (WTGF) or a WTGF member organisation, please follow the steps outlined below:

As an initial step, we encourage you to address local complaints within your country directly with the relevant member country organisation. Resolving issues at the local level helps ensure a quicker and more effective resolution.

Should the matter not be resolved within the member country organisation, you may then escalate the issue to the WTGF for further review.

Complaints Policy

Eligibility to Submit a Complaint:

Any individual or organisation may lodge a complaint regarding dissatisfaction with WTGF's services, member organisations, actions, or inaction, including those of our staff, volunteers, or anyone directly involved in the delivery of our work.

Our Commitment to Resolution:

We aim to resolve complaints within 21 days. If a final response cannot be provided within this timeframe, we will update the complainant on the progress made and give an expected resolution date.

Right to Appeal:

If a complainant is dissatisfied with WTGF's response, they may appeal the decision, as outlined in the procedure below.

Respect and Courtesy:

WTGF is committed to handling all complaints with professionalism and respect. In return, we ask that complaints be presented in a fair and constructive manner and all relevant information.

WTGF reserves the right to withdraw or modify the complaints process if a complainant engages in harassment, abusive behaviour, or unreasonably pursues complaints.

Learning and Improvement:

All serious complaints are logged and regularly reviewed by senior WTGF management to drive continuous improvement. While the specifics of complaints may remain confidential, WTGF will utilise the feedback to strengthen our services and community impact.

Complaints Procedure

How to Submit a Complaint

Complaints can be submitted to WTGF via:

- **Email:** complaints@wtgf.org

Complaint Submission Requirements:

When submitting a complaint about the WTGF or a WTGF member organisation, please include as much of the following information as possible to help us address the issue effectively:

1. Your Contact Information

- Full Name (No anonymous complaints will be attended to)
- Email Address
- Telephone Number (including country code if international)
- Organisation (if applicable)

Note: Providing contact information allows us to reach you for any follow-up questions and to keep you informed about the progress of your complaint.

2. Details of the Member Organisation (if applicable)

- Name of the WTGF member organisation involved
- Any specific individuals within the organisation who are relevant to the complaint

3. Nature of the Complaint

- A clear and concise description of the issue, including:
 - What happened
 - When it happened (specific dates if possible)

- Where it happened (event, location, or online)
 - Please specify how this issue has impacted you, others, or the general community.
- 4. Relevant Policies or Standards**
 - If applicable, indicate any WTGF or member organisation policies, standards, or guidelines you believe may have been violated.
- 5. Previous Attempts to Resolve the Issue**
 - Describe any steps you have already taken to address the issue directly.
 - Include any responses or actions the organisation took in response, if relevant.
- 6. Desired Outcome**
 - Let us know what resolution or action you hope to see as a result of this complaint. This helps WTGF understand your expectations and assess possible next steps.
- 7. Supporting Documentation**
 - Attach any relevant documents, emails, screenshots, or other evidence that support your complaint. Clear documentation enables WTGF to better evaluate the situation.

Investigation and Response Process

Within 21 working days of receiving a complaint, WTGF will provide either:

1. A final response addressing the complaint, or
2. An interim response explaining any delays, reasons for further investigation, and a projected timeline for final resolution.

Investigation Steps:

Upon receiving a complaint, WTGF will assess the matter and determine the appropriate approach for resolution. An impartial representative, such as a Trustee who is not involved with the issue, will conduct a thorough investigation. During this process, we may reach out to the complainant for additional information or clarification.

The final response to the complainant will include:

- A summary of the complaint
- Responses to each issue raised
- An overview of the investigation steps taken

- Findings from the investigation
- Any actions or improvements implemented as a result

Appeal Process

If a complainant is dissatisfied with the outcome, they may request an appeal.

How to Appeal:

Appeals should be submitted in writing to the WTGF Chair (using the email or mailing address provided above) and include:

- A brief summary of the complaint and previous steps taken
- Details of WTGF's initial response
- A statement explaining why the complainant remains dissatisfied

Appeal Review:

The WTGF Chair will review the complaint and may conduct further investigations if the initial review was deemed insufficient. Upon completion, the Chair will provide a final decision to the complainant.

We appreciate your feedback, which enables us to enhance the WTGF experience for everyone involved. Thank you for helping us uphold our standards and improve our service to the global transplant community.

WTGF Complaints Team

Complaints Chair:

Willie Uys – Head of Governance

WTGF Complaints Committee:

The Complaints Committee is made up of the WTGF Executive, WTGF Trustees, and external co-opted individuals. The composition of the committee may vary depending on the nature of the complaint.

(Note: At least one WTGF Executive Member and one WTGF Trustee will be part of the committee for every case. When necessary, an external co-opted member will be included to ensure impartiality and fairness in the decision-making process.)