



## Complaints Procedure for parkrunners

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### Step one: Speak to/contact the relevant person

I am a	Speak to
parkrun participant (i.e. all runners, walkers, volunteers or spectators)	Run Director or Event Director. <i>You may also email the event. You can find the email address at the bottom of the events website page.</i>
Event Director	Event Ambassador
Event Ambassador	Regional Event Ambassador/Head of Event Delivery/Territory Manager
Regional Event Ambassador	Volunteer Impact and Engagement Manager/Head of Event Delivery
All other Ambassadors	Relevant staff member

*This should ideally be done at the time the issue arises or as soon as possible while the facts are still fresh in your mind. Please avoid using social media as a vehicle for airing complaints.*

*If you do not feel satisfied with the outcome, if you feel it is not appropriate for you to raise your complaint with the relevant person specified above or are unable to contact them, then please proceed to step two.*

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### Step two: Raise a written complaint

1. Submit a written complaint via [parkrun support](#). If your complaint is regarding a member of staff please submit this via email to [humanresources@parkrun.com](mailto:humanresources@parkrun.com).
2. Include the word "**complaint**" in the subject field.
3. Provide as much detail as you can focusing on facts where possible.
4. Explain how the issue is impacting on your experience at parkrun.

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### Investigation & Conclusion

1. Your complaint will be investigated if appropriate.
2. This may involve gathering any further relevant information; talking further with you and also with anyone else involved/impacted.
3. We will endeavour to treat complaints in confidence however if we believe that the complaint relates or could relate to criminal activity parkrun will pass the details that we have onto the relevant authorities and pause all internal investigation until this is complete.
4. If parkrun feels that there is a risk to someone's safety we will notify the appropriate authorities as is our obligation under a duty of care.
5. We will aim to respond to you with our findings and conclusion within 28 days. If it is likely to take longer then we will notify you.



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### Appeal

1. If you are not satisfied with the outcome of a written complaint, then you may submit a written appeal via parkrun support within 14 days of being notified of the outcome of the original complaint.
  2. Include the word "**appeal**" in the subject field and a reference number if one has been provided..
  3. Give the specific grounds for the appeal.
  4. Your appeal will be reviewed by a member of parkrun's management team who was not involved in the initial investigation and a response will be provided with a final decision.
  5. We will aim for appeals to be dealt with within 21 days.
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The success of parkrun relies on positive and favourable relationships between all participants and the organisation. Where it is felt that this is no longer working optimally; or that the relationship has broken down; we reserve the right to act swiftly and appropriately in the best interest of parkrun whether to protect individuals, the event and/or our reputation. Where necessary we reserve the right to step down volunteers accordingly.