



## Independent Complaints Process (ICP) QUESTIONS AND ANSWERS

### 1. What is this process for and why has it been established?

This process has been established to handle existing individual complaints that were made over the summer of 2020, which mainly related to allegations of mistreatment or abuse or the handling by British Gymnastics of previous complaints. Many of these complaints related to historic events. Some of these complaints were made by people who chose not to make their complaint directly to British Gymnastics at the time because of their concerns about the organisation's complaints process.

### 2. Which complaints can be handled by the ICP?

The ICP will apply to the following types of complaint which were made in the summer of 2020:

- (a) Complaints that were received by the British Athletes Commission or the helpline set up with the NSPCC between 6 July 2020 and 9 October 2020; and
- (b) Complaints that were received by British Gymnastics in the period 6 July 2020 to 31 August 2020 which have not yet been resolved and are about either:
  - (i) Allegations of mistreatment, sexual, mental (emotional and neglect) and/or physical abuse, bullying, harassment and discrimination (referred to in the ICP as Mistreatment/Abuse) which took place between August 2008 and August 2020; or
  - (ii) The handling by British Gymnastics of a previous complaint about Mistreatment/Abuse which was raised between August 2008 and August 2020.

Together these conditions are referred to as the ICP Criteria

### 3. Why are there limits to the complaints that will be handled by the ICP?

The ICP has been set up to address specific concerns raised in the summer of 2020 about allegations of mistreatment, abuse and complaints handling. It is a temporary, limited process to resolve complaints relating to those issues while the Whyte Review carries out its important work. British Gymnastics has committed to implement any recommendations the Whyte Review may make about its complaints process.

### 4. What is the role of the Independent Person in the ICP?

The Independent Person will make all the decisions (which would usually be made by British Gymnastics) about how a complaint is handled. They will make those decisions in accordance with the rules and procedures for the ICP, which are set out in the ICP Protocol, and they are required to act independently in making those decisions.

Full details of how the ICP will operate are in the ICP Protocol [HERE](#)



**5. Who is the Independent Person appointed to the ICP?**

To lead the ICP, Sport Resolutions, on behalf of British Gymnastics has appointed Christopher Quinlan QC.

Mr Quinlan QC is a highly experienced criminal and regulatory barrister, with pre-eminent expertise in sports law. He led both the Independent Review into events at Wrexham Tennis Centre, published in 2019, and the 2016 Review of the Disciplinary Panel, Licensing Committee and Appeal Board of the British Horseracing Authority. Mr Quinlan QC is the independent Chair of World Rugby's Judicial Panel, the Independent Chair of the Football Association's Judicial Panel and has participated in numerous disciplinary proceedings as an advocate and disciplinary panel member, in addition to his significant criminal practice and his role as a Crown Court Recorder.

**6. What is Sport Resolutions' role in the ICP?**

Sport Resolutions is an independent body commissioned to select individuals who will, if the person making the complaint agrees, receive and compile complaints from people who contacted the BAC/NSPCC Helpline between 6 July 2020 and 9 October 2020. They will be responsible for preparing a summary of the complaint, asking questions about how the person making the complaint would like their complaint to be handled, obtaining consent to the way in which personal data will be processed and taking a statement from the person making the complaint. If the person making the complaint agrees, this information will be passed to the Independent Person to progress the complaint through the ICP.

**7. What happens now to complaints that were made to the BAC or to the NSPCC Helpline?**

The BAC will refer people who have contacted them or the NSPCC Helpline between 6 July 2020 and 9 October 2020 to Sport Resolutions who will discuss the concerns with the person who raised them and establish whether they want to make a formal complaint. If they want to make a formal complaint, Sport Resolutions will take a statement and will refer the complaint to the ICP.

**8. What is happening to complaints that were made directly to British Gymnastics?**

British Gymnastics Integrity Unit is continuing its regulatory work of managing complaints made to it according to British Gymnastics Complaints and Disciplinary Policy and Procedure.

Some complaints about mistreatment or abuse, or the handling of a previous complaint, that were made to British Gymnastics in the summer of 2020 are not yet resolved and will be considered by the ICP because they fall within the criteria explained above.

If you have made a complaint directly to British Gymnastics which will be considered under the ICP, you will be contacted about the handling of your complaint.

Where complaints have been made to both British Gymnastics and the BAC/NSPCC Helpline, the Independent Person will determine how those complaints should be managed.



- 9. How will complaints about the handling of previous complaints be considered?**  
If a complaint falls within the ICP Criteria, the Independent Person has discretion to decide whether or not the case should be reviewed or re-heard.
- 10. How does the ICP relate to the Whyte Review?**  
The two processes have different purposes:
- The Whyte Review is an independent review commissioned by UK Sport and Sport England, tasked with reporting on aspects of the culture, complaints process and possible barriers to making complaints to British Gymnastics. The Review's Terms of Reference are published [HERE](#). The Whyte Review will not determine individual complaints.
  - The Independent Complaints Process is tasked with investigating and determining certain individual complaints about members of British Gymnastics made in the summer of 2020.
- 11. Why hasn't the whole complaints process been handed over to an outside body?**  
British Gymnastics is the National Governing Body in the UK and is responsible for ensuring that complaints from or about its members are appropriately addressed. The Whyte Review may make recommendations in its final report to address any concerns about the British Gymnastics complaints process, and British Gymnastics is committed to implement any such recommendations.
- 12. What happens to complaints made after 9 October 2020?**  
Any complaint made to the BAC or to the NSPCC Helpline after 9 October 2020 will be managed through the British Gymnastics Complaints and Disciplinary Process.
- 13. What happens when this temporary ICP finishes?**  
British Gymnastics Integrity Unit will continue its regulatory work of managing complaints made to it according to British Gymnastics Complaints and Disciplinary Policy and Procedure. British Gymnastics has committed to implement any recommendations the Whyte Review may make about its complaints process.
- 14. If I have a new complaint who should I report it to?** Complaints about British Gymnastics members (including gymnasts, coaches and officials) or employees should be made to the British Gymnastics Integrity Unit ([integrity@british-gymnastics.org](mailto:integrity@british-gymnastics.org)) in the first instance. Any which are about British Gymnastics employees will be passed to the British Gymnastics HR team to manage through the employee disciplinary process.