

COMPLAINT PROCEDURES



Overview

This document lays down procedures for inquiries and complaints in connection with different types of situations. Please refer to the relevant section:

1. Questions
2. Cases related to misconduct and offences
3. Complaints related to:
 - 3.1. Handling or interpretation of BWF Competition Regulations
 - 3.2. Governance issues under the BWF Constitution
 - 3.3. General services provided by the BWF

1. QUESTIONS

Various departments in BWF get questions and inquiries related to a range of different matters and as part of the service provided by the BWF, such questions/inquiries are answered from time to time.

The BWF accepts and will answer questions from all stakeholders (Members Associations, players, coaches, technical officials, the public, etc.).

The BWF Secretariat however reserves the right to stop providing information to an individual and refer the individual to seek information with or through the Member Association in the following cases:

- The individual has asked repeatedly similar questions and the BWF does not find it relevant to keep on providing further information.
- The question should have been asked to the relevant Member Association in the first place.
- The question is, in the BWF's sole opinion, frivolous.

The service standard for answering such questions/inquiries are within 10 working days, but mostly answers are provided soonest and within very few days (especially where time is of essence).

2. CASES RELATED TO DISCIPLINARY OFFENCES

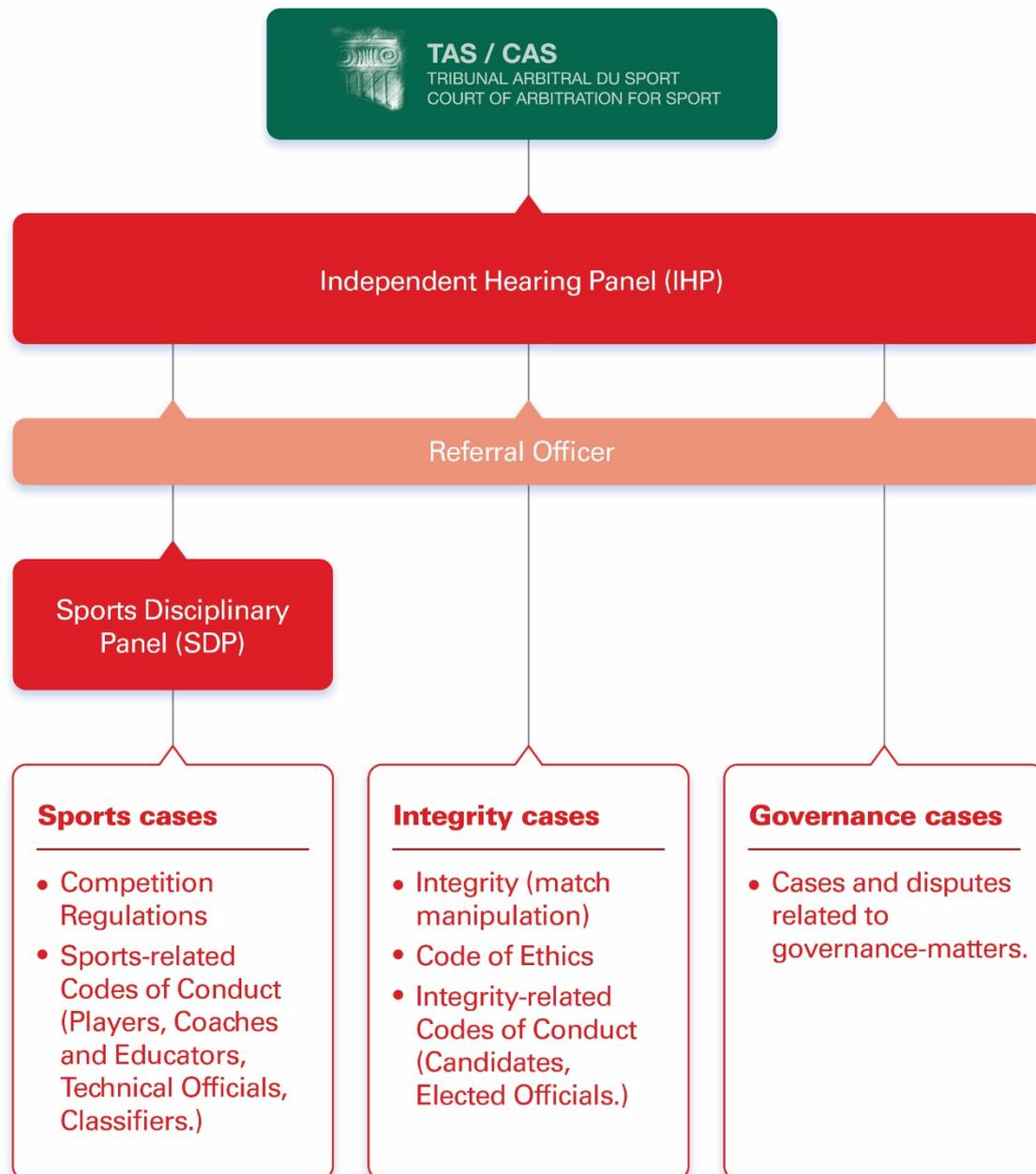
BWF has a judicial system to decide on any offence and misconduct committed during tournaments or in connection with activities under the authority of the BWF (see BWF Judicial Procedures (BWF Statutes, Section 3.1)).

The judicial system covers players, officials (elected officials and technical officials), and related persons (trainers, coaches, team managers, delegates, representatives, doctors etc.), as well as other groups connected to tournament activities or activities other organizations undertake under the authority of the BWF.

Depending on the nature of the offence, the case will be handled by the Sports Disciplinary Panel or the Independent Hearing Panel. These bodies have the power to decide any sanctions in connection with the case. The Judicial Procedures also provide procedures for appeal.

Please see the BWF Judicial Procedures (BWF Statutes, Section 3.1) for more information.

Illustration of the BWF Judicial System:



The diagram shows the three case types (Sports cases, Integrity cases and Governance cases) in the BWF judicial system and the pathways for each of these.

See Section 3.1 BWF Judicial Procedures (JPs) for more details.

The three main bodies are 1) Sports Disciplinary Panel (Article 8 of the JPs), 2) Independent Hearing Panel (Article 7 of the JPs) and Court of Arbitration for Sport (Article 38 the JPs). The role of the Referral Officer is defined in Article 9 of the BWF Judicial Procedures.

3. COMPLAINTS

3.1. Types of Complaints

This section describes the procedures connected to the following types of complaints:

- A. Complaints connected to handling/implementation of **BWF Competition Regulations** (any Regulation in Section 5 of the BWF Statutes) by a Referee, tournament organizers, Continental Confederation or the BWF Secretariat.
- B. Complaints connected to handling of cases involving **governance issues under the BWF Constitution**.
- C. Handling of **any other services typically provided by BWF Secretariat**.

A. The procedures used in connection with complaints related to the **handling, implementation, and interpretation of BWF Competition Regulations** are the following:

1. Complaints may only be filed by the relevant Member Association or one of its representatives, including the person designated as Team Manager during a Tournament.
2. The Complainant must submit the complaint in writing to the relevant party:
 - Before or during a Tournament, to the Tournament Referee.
 - After a Tournament, to the BWF Secretariat (legal@bwfbadminton.org). The complaint shall be submitted to the BWF within 10 days from the facts giving rise to the complaint.
3. In consultation with the relevant technical officials, the BWF and/or the Referee, accordingly, will consider the complaint and make a decision:
 - If the complaint is found to have merit, the complaint will be accepted and the BWF or the Referee, accordingly, will suggest a solution to the Complainant.
 - If the complaint is found to have no merit, the complaint will be dismissed with an explanation for the Complainant.
4. If the Complainant is not satisfied with the decision or the solution found in relation to the complaint, it may ask for a Review by the Chair of the Events Committee, who is designated in the BWF Constitution as the ultimate authority on questions related to BWF Competition Regulations.
 - Such request for review shall be submitted to the BWF within 10 days from being informed of the outcome of the complaint. The request for review shall be submitted to (d.parks@bwfbadminton.org).
 - The Review shall be subject to an administrative fee of USD 100, which shall only be refunded to the Complainant if the complaint is accepted.
5. The Chair of the Event Committee shall make a decision in relation to the complaint. Such decision shall be final and not subject to appeal.

B. The procedures used in cases connected with the **handling of governance areas under the BWF Constitution** are the following:

1. Complaints may only be filed by the relevant Member Association.
2. The Complainant must submit the complaint in writing to the BWF Secretariat (legal@bwfbadminton.org). The complaint shall be submitted to the BWF within 10 days from the facts giving rise to the complaint.
3. The BWF Secretary General will consider the complaint and make a decision:
 - If the complaint is found to have merit, the complaint will be accepted and the BWF Secretary General will suggest a solution to the Complainant.
 - If the complaint is found to have no merit, the complaint will be dismissed with an explanation for the Complainant.
4. If the Complainant is not satisfied with the decision or the solution found in relation to the complaint, it may ask for a Review by the Chair of the Admin Committee, who is designated in the BWF Constitution as the ultimate authority on questions related to BWF governance.
 - Such request for review shall be submitted to the BWF within 10 days from being informed of the outcome of the complaint. The request for review shall be submitted to (legal@bwfbadminton.org).
 - The Review shall be subject to an administrative fee of USD 100, which shall only be refunded to the Complainant if the complaint is accepted.
5. The Chair of the Admin Committee shall make a decision in relation to the complaint. Such decision shall be final and not subject to appeal.

C. The general procedures used in cases connected with the handling of **any other services typically provided by BWF Secretariat** are the following:

1. Complaints may only be filed by a person who was directly affected by the object of the complaint
2. The Complainant must submit the complaint in writing to the BWF Secretariat (legal@bwfbadminton.org). The complaint shall be submitted to the BWF within 10 days from the facts giving rise to the complaint.
3. The BWF Secretary General will consider the complaint and make a decision:
 - If the complaint is found to have merit, the complaint will be accepted and the BWF Secretary General will suggest a solution to the Complainant.
 - If the complaint is found to have no merit, the complaint will be dismissed with an explanation for the Complainant.
4. If the Complainant is not satisfied with the decision or the solution found in relation to the complaint, it may ask for a Review by the relevant BWF Committee Chair.
 - Such request for review shall be submitted to the BWF within 10 days from being informed of the outcome of the complaint. The request for review shall be submitted to (legal@bwfbadminton.org).
 - The Review shall be subject to an administrative fee of USD 100, which shall only be refunded to the Complainant if the complaint is accepted.
5. The Committee Chair shall make a decision in relation to the complaint. Such decision shall be final and not subject to appeal.

3.2. Common Principles for Complaints

This section describes the principles that are applicable to all complaints based under section 3 of these Complaint Procedures.

- 3.2.1. The BWF shall deal with complaints in a fair, impartial and proportionate manner. The BWF may however dismiss complaints which are, in its sole opinion, frivolous in nature.
- 3.2.2. The BWF may elect to solve a complaint based only based on the written submissions provided by the Complainant. In particular, it is not bound to hold a hearing.
- 3.2.3. Remedies for complaints cannot include modifying or cancelling the outcome of match results.
- 3.2.4. The BWF will consider, following the outcome of any complaint, whether there is a need to adjust or clarify any aspect of the Statutes.