

---

**SPORT INTEGRITY SERVICE  
- RULES OF PROCEDURE GUIDANCE  
DOCUMENT**

---

## **1. Purpose**

This Guidance Document is designed to be read alongside the Sport Integrity Rules of Procedure. Its main purpose is to help users of the Sport Integrity Service understand the referral and investigation process.

If there is any conflict between the two documents, the Sport Integrity Rules of Procedure take precedence.

## **2. Introduction**

Sport Integrity, operated by Sport Resolutions, is a confidential reporting line and independent investigation service. It supports athletes, office holders and athlete support personnel in Olympic or Paralympic Performance Programmes funded by UK Sport.

*See page 1 of the Sport Integrity Rules of Procedure for further information.*

## **3. Accessing Sport Integrity**

### **3.1 Who can access Sport Integrity**

You can access Sport Integrity if you are:

- a) An athlete selected for an Olympic or Paralympic performance programme funded by UK Sport,
- b) Athlete Support Personnel working on an Olympic or Paralympic performance programme or with Athletes; or
- c) An office holder of a UK Sport-funded organisation involved in Olympic or Paralympic performance programmes.

If you are unsure whether you are eligible to make a complaint, please contact Sport Resolutions for guidance. Sport Resolutions can be contacted on 02070361966.

*See page 4 of the Sport Integrity Rules of Procedure for further information.*

### **3.2 What can be referred to Sport Integrity**

You can report concerns about:

- a) Abuse;
- b) Bullying;
- c) Discrimination (Direct, Indirect, and Unlawful);
- d) Harassment (including Sexual);

- e) Sexual Misconduct;
- f) Victimisation; and
- g) Breach of Applicable Policy by a Relevant Person.

Reports should be made within 12 months of the incident, but this deadline may be extended if it's fair to do so.

You cannot report concerns about:

- a) Previously concluded complaints;
- b) Selection issues;
- c) Anti-doping allegations; and
- d) Allegations of gambling and match fixing.

If you are unsure whether a matter is covered by Sport Integrity, please contact Sport Resolutions to discuss further.

*See pages 3, 4 and 5 of the Sport Integrity Rules of Procedure for further information.*

### 3.3 How do you refer a matter to Sport Integrity?

You can refer a matter to Sport Integrity through:

- a) Email: [sportintegrity@sportresolutions.com](mailto:sportintegrity@sportresolutions.com)
- b) Phone: +44 (0) 20 7036 1966
- c) Crimestoppers: 0800 085 8062 / [Online Form](#)
- d) Your organisation (Relevant Body)

*See pages 10 and 11 of the Sport Integrity Rules of Procedure for further information.*

## **4. The Complaint Process**

4.1 The Person making the Complaint is called the Complainant.

4.2 The Person the Complaint is about is called the Respondent.

4.3 All Complaints are confidential and cannot be made anonymously.

*See pages 7, 10 and 11 of the Sport Integrity Rules of Procedure for further*

*information.*

## **5. The Investigation Process**

5.1 Once a Complaint is accepted, an Investigator is appointed.

5.2 The Investigator will:

- i. Interview the Complainant;
- ii. Collect relevant evidence, including witness statements;
- iii. Interview the Respondent, and;
- iv. Prepare a report with findings and recommendations, which sets out whether the Respondent has a Case to Answer or No Case To Answer.

*See pages 11 to 17 of the Sport Integrity Rules of Procedure for further information.*

5.3 Communication

5.3.1 Sport Integrity will liaise with the Complainant and the Respondent at appropriate intervals throughout the process.

5.3.2 Upon conclusion of the Investigation, Sport Integrity will inform the Complainant and the Respondent that the Investigation Report has been submitted – usually to the NGB.

5.3.3 The NGB is responsible for deciding and communicating the next steps to both the Complainant and the Respondent.

*See pages 13 and 17 of the Sport Integrity Rules of Procedure for further information.*

5.4 Mediation

5.4.1 Mediation is available at any stage of the process if both parties agree.

5.4.2 The Mediation will be conducted by an Independent mediator appointed by Sport Resolutions.

*See page 14 of the Sport Integrity Rules of Procedure for further information.*

## 5.5 The end of the Sport Integrity process:

5.5.1 Sport Integrity's involvement ends when the matter is handed back to the NGB. If disciplinary action is needed, the NGB is responsible for charging the Respondent and managing the process.

5.5.2 For assistance with handling the outcome and next steps, NGBs can utilise their 10 hours pro-bono legal support (see paragraph 6.1 below).

For more information on the Sport Integrity process, please click [here](#) to access the infographic.

*See pages 18 and 19 of the Sport Integrity Rules of Procedure for further information.*

## 6. **Support**

6.1 Through Sport Integrity, NGBs can access 10 hours pro-bono legal support per investigation.

6.2 Through Sport Integrity, Respondents can access pro-bono legal support.

To access pro-bono legal support, please contact Sport Integrity.

6.3 Additional, external support, is available:

- a) [British Elite Athletes Association](#)
- b) [UK Coaching](#)
- c) [Sporting Chance](#)
- d) [Samaritans](#)
- e) [NSPCC](#)
- f) [Ann Craft Trust](#)
- g) [CALM](#)
- h) [Mind UK](#)
- i) [Sporting Equals Racial Discrimination Support Service](#)
- j) [Mental Health Hub](#)