

Initial managing the complaint

(video 2)

# key learning points

# Conflicts of interest can be subtle. Be aware of all situations where there may be a conflict of interest. In this scenario Anthony declares that he is also a club sponsor. This could be a conflict of interest since a sponsor may not want any complaints around discrimination going public!

# The role of the MPIO involves being neutral and not taking sides in the complaint process. Again, this can be easier said than done! Be aware of the language you use and making statements that can be interpreted as taking sides. In the scenario Anthony inadvertently appears to take sides by endorsing Catherine the coach.

# It’s important to be supportive of a complainant who is likely to be nervous – it’s not easy to make a complaint!

# Anthony explains the roles well enough but his language is not helpful, calling him ‘son’! It’s very important to show respect for a complainant.

# *Add your own key learning points here…*

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