08.2026.01 Complaints and Appeals

Adopted: 10 October 2026 · Basis: Bylaws Articles 7 and 9

1. **Right to complain:** Anyone may make a complaint, whether or not they are a Member.
2. **How to complain:** Complaints are made in writing to the Safeguarding Officer at safeguarding@speedcubingturkiye.org. Incidents during a competition are first reported to that competition's WCA Delegate.
3. **Acknowledgement:** The Safeguarding Officer acknowledges a complaint within 2 working days at most. Complaints about child safety are dealt with immediately under the Safeguarding Policy.
4. **First assessment:** The Audit Board checks whether the complaint falls within its own remit or the WCA's. Matters within the WCA's remit are passed to the relevant WCA body.
5. **Investigation:** The Audit Board notifies the person concerned in writing and gives them at least 15 days to respond. The parties and witnesses may be heard. The investigation is finished within 60 days at most.
6. **Recommendation and decision:** The Audit Board presents its findings and recommendation to the Board; the Board decides.
7. **Appeal:** The person may appeal to the General Assembly within 15 days of being notified of the decision. The appeal is decided at the next General Assembly; the decision applies in the meantime.
8. **Conflicts of interest:** A member of either Board who is involved in the complaint takes no part in the investigation or the decision (Bylaws Articles 6, 7 and 9).
9. **Confidentiality:** Complaint and investigation files are confidential and seen only by those taking part in the investigation. Information is shared with the authorities only when a child's safety requires it or the law requires it.
10. **Retaliation:** No one may retaliate against a person who makes a complaint or acts as a witness; retaliation is a separate disciplinary offence.
11. **Disputes:** If Members or Officers have a disagreement that does not call for discipline, the Board first tries to help them settle it.