



This document describes the problem resolution process that will be used at the 2018 World Gliding Championships in Hosín.

Verbal inquiry

Team Captains, competitors, crews and others are free to ask questions of any contest Official or volunteer at any convenient time. Such questions will be answered to the best knowledge of the respondent, but it is implicit that any response given is casual and unofficial.

Written inquiry

When any Team Captain or competitor has a question about a decision, ruling, score or incident at the competition to which an official response is appropriate, the first step is submission by the Team Captain of an Inquiry Form (available at the Contest Headquarters building). This form allows the Team Captain to describe in detail the inquiry to which an answer is sought. It must be submitted directly by the Team Captain (not by a competitor) to the office of the Director of the Competition.

Every such submission will receive a written response, typically within 4 working hours after the Inquiry Form is received (for these purposes, working hours are considered to be 08:00 – 17:00 daily). In all cases, the response will be provided within 24 hours.

Complaint

When a Team Captain considers the response to an Inquiry unsatisfactory, the next step is submission of a Complaint. This should explain in detail why the Inquiry response was considered unsatisfactory, the remedy being sought, and the justification for this.

Every such submission will receive a written response from the Championship Director, typically within 6 working hours after the Complaint is received, and always within 24 hours.

Protest

When the response to a Complaint is deemed unsatisfactory, the Team Captain may submit a written protest, in accordance with Sporting Code Section 3, Annex A. This protest shall be delivered to the Championship Director (along with the protest fee specified in the Local Procedures), who shall pass it to the Jury President. The protest will be adjudicated by the Jury, in accordance with procedures specified in the Sporting Code.

