

## **Complaints Policy**

At StepUp Sports Coaching we aim to work in partnership with parents to deliver a high-quality service for everyone. If for any reason we fall short of this goal, we would like to be informed so that we are able to consider ways to amend our practices for the future.

The Club Manager is usually responsible for dealing with complaints. If the complaint is about the Club Manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an Incident Log and a Complaints Log will be completed. Any complaints made will be dealt with in the following manner:

### **Stage One**

Complaints about aspects of Club activity:

- The Club Manager will discuss the matter informally with the parent/carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the Club Manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

### **Stage Two**

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent/carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies because of the complaint.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.



If child protection issues are raised, the Club Manager will refer the situation to StepUp Sports Coaching's Designated Safeguarding Lead, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding Policy.

If a criminal act may have been committed, the Club Manager will contact the police.