



Complaints procedure.

Ace Sports Coaching deem a complaint as an expression of dissatisfaction requiring prompt and serious attention where an explanation and or redress may be necessary.

We anticipate that most concerns will be resolved quickly by an informal approach to the manager who will intern fully investigate the situation with the intention of concluding the matter to the satisfaction of all parties..

If this should not be possible the matter will be referred immediately to the owners of Ace Sports Coaching.

Complaints may also be passed to

OFSTED

Piccadilly gate store Street Manchester M1 2WD

Tel: 0300 123 1231

Ace sports coaching will:

1. Investigate all written and email complaints and give an account of our findings
2. Tell those concerned about any action taken written confirmation of this will be supplied if required
3. Maintain a record of complaints he's will be dealt with in the strictest confidence and without prejudice and will be available to parents to view on request

Ace Sports Coaching