



Complaints Policy for Ace Sports Coaching.

Location: Ace Sports

Policy Created By: Nick McGowan

Policy Date: September 2024

Review Date: September 2025

1. Policy Statement

At Ace Sports Coaching, we are committed to providing the highest standards of care and service to children and their families. We value feedback from parents, guardians, and other stakeholders and recognise the importance of addressing complaints effectively and efficiently. This policy outlines our procedures for handling complaints in a fair, transparent, and timely manner.

2. Aims and Objectives

- **Openness and Transparency:** To ensure that parents and guardians feel comfortable raising concerns and that these are handled in an open and transparent manner.
- **Resolution:** To resolve complaints as quickly as possible and to the satisfaction of all parties involved.
- **Continuous Improvement:** To use feedback from complaints to improve our services and practices continuously.
- **Legal Compliance:** To comply with all relevant UK legislation and regulatory requirements, including those set by Ofsted or other relevant bodies.

3. Scope of the Policy

This policy applies to all complaints made by parents, guardians, staff, or other stakeholders regarding the services provided by Ace Sports Coaching. This includes complaints related to childcare, sports activities, staff conduct, facilities, and any other aspect of our operations.

4. Definitions

- **Complaint:** An expression of dissatisfaction, whether oral or written, about any aspect of our services, staff, or operations that requires a response.
- **Complainant:** The person making the complaint, which can include parents, guardians, staff members, or other stakeholders.

5. Informal Complaints Procedure

5.1 Raising a Concern

- **Initial Discussion:** Parents or guardians are encouraged to raise any concerns directly with the relevant staff member as soon as possible. Many issues can be resolved quickly and informally through direct communication.
- **Listening to Concerns:** Staff are trained to listen actively to concerns and to respond with empathy and understanding.

5.2 Resolving Informally

- **Immediate Action:** Where possible, the staff member will take immediate action to resolve the concern. If the issue requires further investigation or cannot be resolved immediately, the staff member will inform the complainant of the next steps.
- **Documentation:** Even in informal cases, it may be helpful to document the concern and the action taken, particularly if the issue might reoccur or escalate.

6. Formal Complaints Procedure

6.1 Submitting a Formal Complaint

- **Written Complaint:** If a concern cannot be resolved informally or the complainant prefers to submit a formal complaint, this should be done in writing. Complaints can be submitted via email, letter, or through a complaints form available from Ace Sports Coaching.
- **Details to Include:** The complainant should provide as much detail as possible, including the nature of the complaint, dates, times, names of those involved, and any relevant documents or evidence.

6.2 Acknowledgment of the Complaint

- **Receipt of Complaint:** Ace Sports Coaching will acknowledge the receipt of a formal complaint in writing within 5 working days.
- **Initial Assessment:** The complaint will be assessed to determine the appropriate course of action, which may include an investigation, mediation, or direct resolution.

6.3 Investigation

- **Appointing an Investigator:** An impartial senior staff member or manager will be appointed to investigate the complaint. This person will not have been directly involved in the issue being complained about.
- **Gathering Information:** The investigator will gather all relevant information, including interviewing staff, reviewing documents, and speaking with the complainant if further clarification is needed.
- **Confidentiality:** All complaints will be handled with the utmost confidentiality. Information will only be shared on a need-to-know basis with those directly involved in resolving the complaint.

6.4 Outcome and Response

- **Resolution Meeting:** Where appropriate, a resolution meeting will be arranged with the complainant to discuss the findings of the investigation and any proposed actions.
- **Written Response:** The complainant will receive a written response outlining the outcome of the investigation, any actions taken, and the rationale for the decisions made. This will typically be provided within 10 working days of the complaint being acknowledged.
- **Appeal Process:** If the complainant is not satisfied with the outcome, they may appeal the decision. Appeals should be submitted in writing within 5 working days of receiving the outcome.

6.5 Appeal Process

- **Review of Appeal:** An appeal will be reviewed by a senior manager or a member of the board of directors who was not involved in the original investigation.
- **Final Decision:** The outcome of the appeal will be communicated in writing to the complainant within 10 working days. This decision will be final.

7. Special Circumstances

7.1 Complaints Against Staff

- **Staff Involvement:** If a complaint involves a member of staff, they will be informed of the complaint and given the opportunity to respond as part of the investigation.
- **Disciplinary Action:** If the investigation finds that a staff member has acted inappropriately, disciplinary action may be taken in accordance with Ace Sports Coaching's staff disciplinary procedures.

7.2 Complaints Involving Safeguarding Issues

- **Safeguarding Concerns:** Any complaints involving safeguarding concerns will be handled in accordance with our Safeguarding Policy and may involve external agencies such as social services or the police.
- **Immediate Action:** If a complaint suggests that a child is at risk of harm, immediate action will be taken to ensure their safety, including potentially suspending staff involved from duties while the matter is investigated.

8. Record Keeping

- **Documentation:** All formal complaints, investigations, and outcomes will be documented and securely stored in accordance with our Data Protection Policy.
- **Retention Period:** Records of complaints will be kept for a minimum of 3 years and will be available for inspection by regulatory bodies if required.

9. Monitoring and Review

- **Regular Review:** This policy will be reviewed annually or sooner if required by changes in legislation or following the resolution of a significant complaint that identifies the need for policy improvement.
- **Continuous Improvement:** Feedback from complaints will be used to improve our services and practices. Management will analyse complaint trends and outcomes to identify areas for improvement.

Next Review Date: September 2025

Policy Reviewed By: Nick McGowan