



Complaints Policy | Sports Link Group.

Sports Link Group staff work in partnership with parents/carers to meet the needs of the children. The purpose of this policy is to resolve all complaints fairly, effectively and efficiently by all parties using agreed procedures and policies and guided by the stated ethos of the organisation.

Listening and responding to concerns and complaints enables us to adjust and improve services and systems. Providing a formal but clear way for dissatisfaction to be expressed and taken seriously is one way in which Sports Link Group can demonstrate its respect for its stakeholders and service users. Information is shared with those on a need to know basis, but always where possible with parents/carers.

The aim of this document is to clarify the preferred procedure that any complainant should take in order to have their concern dealt with promptly and appropriately.

Any complaint should be made in writing to the Company Directors within 14 days of the incident/attending date of the child. The details of the incident/allegation should be as full as possible to allow a comprehensive investigation to be carried out.

The Company Directors have overall responsibility for dealing with complaints. Any complaints will be dealt with in the following manner:

Stage One

Complaints about aspects of course activity:

- The complaint will be discussed informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate, we will encourage the parent/carer to discuss the matter with staff concerned.
- If the parent/carer feels that this is not appropriate, the matter will be discussed with a Senior member of staff, who will then discuss the complaint with the individual concerned 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 or carer should put their complaint in writing to Company Directors via email **sportslinkgroup@gmail.com**. Company Directors will:

- Acknowledge receipt of the letter within 7 days and investigate the matter within 28 days
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the course practices or policies as a result of the complaint
- Contact the relevant parties to discuss the courses response to the complaint, either together or on an individual basis.

If child protection issues are raised, the member of staff will refer the situation to the Designated Safeguarding Lead, who will then follow the Child Protection and Safeguarding policy. If a criminal act may have been committed, Manager will contact the police.