



Complaints Policy

Version	1
Name of responsible (ratifying) committee	Sports Coaching Group Management Team
Document Manager (job title)	Operations Director
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Electronic location	Sports Coaching Group Policies
Related Procedural Documents	Recruitment Policy, Appeals Policy, Healthy and Safety Policy, Planning Policy, Disciplinary Policy, Competency Policy

1. Policy Statement

Sports Coaching Group welcomes comments and complaints from all staff, learners and from the general public. We use this process to improve services for learners and the wider community in which we exist.

Sports Coaching Group is committed to the continuous improvement of the services it provides. We recognise that, occasionally, mistakes will be made or the service offered will not meet individual's requirements or expectations. For these reasons it is policy that all complaints should be:

- 1.1 Treated seriously and in an open manner
- 1.2 Acknowledged immediately, preferably in writing
- 1.3 Investigated
- 1.4 Resolved, wherever that is reasonably practicable, within no longer than 13 working weeks
- 1.5 Used as feedback to improve the service which the Sports Coaching Group offers

No employee, bringing a complaint under this procedure, will be treated less favourably by any member of staff. If there is evidence to the contrary, the member of staff may be subject to disciplinary proceedings.

2. Scope

The policy applies to all members of the Sports Coaching Group staff but does not replace other relevant procedures for appeals and disciplinary action: those procedures should be used where appropriate.

3. Legislation

The Human Rights Act 1998 applies to the operation of this policy.

4. Responsibilities

- 4.1 **All Sports Coaching Group Staff** have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and courteously in accordance with the procedure set out below.
- 4.2 **The Operations Director has** a responsibility for resolving a complaint, and leading or contributing to an investigation into a complaint when this is considered appropriate.

5. Actions to Implement and Develop Policy

5.1 Stage One

Sports Coaching Group expects complaints about courses to be made to the course leader in the first instance. Where this is not possible or does not result in satisfactory resolution, the complaint should be submitted in writing to the Operations Director

Usually complaints are to be made by the person concerned. However it will consider complaints made by a learner's parent, advocate or school.

Anonymous complaints cannot be investigated.

The receipt of all comments/complaints will be acknowledged within one working week.

5.2 **Stage two**

The course leader will respond in writing within one working week, explaining what has happened as a result of the complaint. Where this involves a member of staff, specific detail of action taken will not be made available. This is to ensure that employees are afforded appropriate dignity at work.

If the complaint requires further investigation that cannot be carried out within the week, the manager shall keep the complainant informed and specify a date when a response can be given.

5.3 **Stage three**

If the complainant is dissatisfied with the response then the complaint will be forwarded to the Operations Director to resolve.

The Operations Director will acknowledge receipt of the complaint within two working weeks and a final reply will be completed within 8 working weeks to allow time for any formal investigations to take place. The Operations Director decision is final

The total comments/complaints procedure should be finalised in no more than 13 working weeks unless there are exceptional circumstances in which case the complainant will be kept informed of progress..

6. **Monitoring & Evaluation**

6.1 Sports Coaching Group will maintain a confidential record of complaints dealt with to feed into the companies quality improvement processes.

7. **Related Policies**

- Disciplinary Procedure
- Competency Procedure

Please note:

- We will consider any request for this policy to be made available in an alternative format or language.
- We review our policies regularly to update them and to ensure that they are accessible and fair to all. We welcome suggestions for improving the accessibility or fairness of this policy.