

## **Complaints Policy**

The policy below states how to make a complaint as part of our continued commitment to ensuring that we provide our customers with the best possible service.

This policy should be followed if your complaint is regarding someone's conduct or behaviour, i.e., that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive, or intimidating or because someone has broken a rule or policy.

### **Values and principles**

All customers have the right to make a complaint and we take complaints seriously.

You should not be harassed, bullied, or put at a disadvantage because of making a complaint.

- Equality: You should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation, or political persuasion.
- Fairness: We believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.
- Safety and welfare take priority: We will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.
- Confidentiality: We treat complaints as confidentially as possible.

Sometimes we must discuss complaints with other organisations.

If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the right authorities.

If necessary, we will get advice from other organisations such as the Police, Social Services or Ofsted.

### **How to make a complaint**

If you have a complaint, it is often best to start by having a conversation with the Head Coach from Progressive Sports.

They may be able to help to resolve your problem, if the coach at the venue cannot resolve the complaint, then a senior member of management at Progressive Sports will handle the complaint.

You could also make a written complaint. The address for written complaints is at the bottom of this policy.

If your complaint needs to be investigated further, you will normally be asked to put your complaint in writing.

We accept anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to manage your complaint if you provide as much detail as possible.

### **Who to contact to make a complaint.**

Complaints will be managed by senior staff and management.

Useful contact details have been included at the bottom of this policy.

- Management: you can speak with the franchisee or manager of the business.
- Coaches: any of the coaches can also tell you how to make a complaint.
- Child Protection Officer: if you are a child, or if you are worried about the safety or welfare of a child.
- Anyone else involved at the venue that you trust.

The address for written complaints has been included at the bottom of this policy.

### **What will we do to investigate?**

We will give an initial response to your complaint within five working days. If the matter is urgent, we will respond more quickly. We will investigate your complaint fairly; this involves discussing your complaint with the relevant people and gathering any information that may be required to handle your complaint.

Sometimes we will ask to show copies of information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

### **How will I know what is happening?**

You will be given the details of a person who will be your point of contact at Progressive Sports. That person will make sure that you understand the process and will help to answer any questions or concerns that you have.

You will be given an update on the progress of your complaint every two weeks. If there are delays in managing your complaint for any reason, we will keep you informed.

If your complaint leads to formal disciplinary action against someone, we will usually inform you about the outcome. We will not tell you the outcome if that person is a child, or if we believe that telling you would create a risk to other people. In this situation, we will still try to tell you about how you are affected by the action that we have taken.

### **What are the possible outcomes or results of my complaint?**

In many cases, we can resolve problems informally. This might include:

- A change in arrangements for activities.
- An explanation or apology.
- An agreement to communicate or act differently in future.

If an informal resolution is not suitable, then a senior manager will look at the information about the case. They then might decide to take the following action:

- Formal disciplinary action under the rules of Progressive Sports.
- Formal disciplinary action against a member of staff.
- A decision to refer the case to another organisation such as the Ofsted, Police, or Social Services.
- Closure of your complaint without action.

### **Is there anyone else I can talk to?**

Sometimes it can be useful to speak directly to someone outside the of Progressive Sports:

- You need urgent advice about someone's safety or welfare.
- You don't want to discuss the issue with someone at Progressive Sports.
- Your complaint is very serious.
- Your complaint involves other organisations.
- You need specialist advice.

Progressive Sports can advise on a range of different complaints, and in some cases will handle the complaint directly. If you are worried about a child's welfare, you can contact the following people:

- The Child Protection Officer at Progressive Sports.
- Childline.
- NPSCC Advice line
- Social Services
- The Police
- Ofsted

### **Questions or queries about this policy**

If you have a general query about this complaints policy, you should speak to the following person(s):

Name: Eddie Ray or Adam Shakesheave

Address: The Crown Building, Sandy Lane, Rugeley, WS15 2LB.

Contact number: 01889 343120.

Email address: [info@progressive-sports.co.uk](mailto:info@progressive-sports.co.uk)

### **Useful Contacts**

Ofsted, Piccadilly Gate, Store Street, Manchester. M1 2WD

Tel: 0300 123 1231

The NSPCC, National Centre, 42 Curtain Rd, London. EC2A 3NH

Helpline: 0808 800 5000