



## **COMPLAINTS POLICY**

This complaints procedure is set out under the following headings:

- • Stage 1: Resolving concerns or complaints informally
- • Stage 2: Referral to Club or Camps Manager
- • Stage 3: Referral and Review by the Managing Director

### **Stage 1: Resolving concerns or complaints informally**

Concerns should be handled, if at all possible, without the need for formal procedures. In most cases, a conversation with us will often sort out any problem before it becomes too large to cope with. The designated staff member who was supervising your child at the time of the incident would be the first person to talk to.

Our staff will be available at all collection times to discuss any concerns you may be experiencing. Occasionally, our staff may be available at collection but at times, preparations for the day ahead may interfere with the time to focus on the matter. A note would be recommended at this time, requesting a time slot for a discussion.

If the matter is private please arrange an appointment, explaining the nature of your concern. Our staff will always arrange to see you when you ask. Wherever possible they will meet with you at the earliest convenience for both parties.

We will respect your views if you indicate that you would have difficulty discussing a concern or complaint with a particular member of staff. In these cases, you may take up your complaint with another staff member or directly with the club or Camps Manager.

Where the complaint concerns the club or Camps Manager, the complaint should be addressed to the Managing Director.

If the member of staff to whom you have addressed your complaint feels too compromised to deal with a complaint, the complaint may be referred to another staff member to ensure objective and impartial handling of your complaint.

Whoever is handling your complaint will acknowledge receipt and provide you with an estimated time within which you can expect a response.

## **Stage 2: Referral to the Club or Camps Manager**

If your concern cannot be resolved informally, you may request that your complaint be referred to the Club or Camps Manager. They will make sure that they:

- Establish what has happened so far, and who has been involved;
- Clarify the nature of the complaint and what remains unresolved;
- Meet with or contact you (if unsure or if further information is necessary);
- Clarify what you feel would put things right;
- Interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- Conduct the interview with an open mind; and
- Keep notes of the interview.
- Feed back to you as to what actions have been taken as a result

You will be encouraged to set out your complaint in writing. A useful format is provided as an annexure to this complaints procedure.

## **Stage Three: Referral and Review by the Managing Director**

If you are not satisfied with the response that you have received from us at Stage 2, please put your concern in writing and email to our Managing Director at [adam@amsportsacademy.co.uk](mailto:adam@amsportsacademy.co.uk) as a matter of urgency. An acknowledgement will be provided as early as possible.

Each complaint will be considered on its own merits, and a written response reviewing the complaint will be provided, detailing the appropriate action to be taken to resolve the complaint; and recommend any changes to our systems or procedures to ensure that problems of a similar nature do not recur.

At any stage the person handling your complaint may consider it appropriate that one or more of the following be offered:

- An apology;
- An explanation;
- An admission that the situation could have been handled differently or better;
- An assurance that the event complained of will not recur;
- An explanation of the steps that have been taken to ensure that it will not happen again;
- An undertaking to review our policies in light of the complaint.

Reviewed: July 2022

