



Complaints Procedure Policy

In2Sports is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes the formal Complaints Procedure.

Under normal circumstances, the Head Coach will be responsible for managing complaints and communicating with the registered person. If a complaint is made against the Head Coach, you must contact the Head Office on 0844 682 7500 and speak to Chris Glover who will log your complaint and launch a full investigation.

Stage One

If a parent/carer has a complaint about some aspect of the company's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Head Coach. In2Sport is committed to open and regular dialogue with parents/carers and welcome all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Head Coach should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to Chris Glover and send to the Head Office of which details can be found on our website (www.in-2-sport.co.uk) Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The Club will acknowledge receipt of the complaint as soon as possible – within three to seven working days. The matter will be fully investigated within 15 -28 working days. If there is any delay, the Club will advise the parent/carers of this and offer an explanation. Chris Glover will be responsible for sending them a full and formal response to the complaint.

The formal response to the complaint from the Club will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation.

Chris will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Club's response to it. Chris will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

Either party may need to consider consulting an external mediator who is acceptable to both parties and will offer support and advice.

The mediator must ensure discussions are kept confidential.

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Club's response will be passed to the Registered Person who will adjudicate the case. A formal record of all meetings should be taken and made available for those concerned should they wish to see them.

Parents may approach Ofsted at any point during any part of this stage. Additionally, where there seems to be a breach of the clubs registration requirements, Ofsted will be involved. The number to contact Ofsted regarding a complaint is: 0300 123 1231 or in writing to:

**The National Business Unit
Ofsted,
Piccadilly Gate,
Store Street,
Manchester,
M1 2WD**