

Making a Complaint Procedure

March 2016

At Sport and Wellbeing we believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our Sports Camps and will give serious consideration and attention to any concerns about the running of the Activities. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set procedure for dealing with concerns. We aim to bring all concerns about the running of our Activities to satisfactory conclusion for all of the parties involved.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the Sports Camps provision should discuss the concern with the staff working with the children.
- If still wishing to discuss, the staff will refer the parent to the relevant Supervisor of the Sports Camps.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent should discuss the concern with a member of the Sports Centre's management team.
- In the unlikely event of the concern still not being resolved the parent should put the complaint in writing to the manager and a letter should be forwarded to the committee.
- A full investigation into the complaint will be completed and the manager will meet with the parent to discuss the outcome.
- When the complaint is resolved a copy will be kept on the child's record on the MRM database.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, they can request a meeting with the manager and the chair of the committee. The parent has the option to have a friend or partner present for support.
- Minutes are taken of the meeting and a written record of the discussion is drawn up including any decisions that are made. All parties who attend the meeting sign the written record and receive a copy.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at the stage the points are logged on the child's record on MRM.

Stage 4

- If at this stage the meetings with the parents and Sports Centre cannot reach an agreement an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator will keep all discussions confidential. Separate meetings with the parents and the setting can be organised if it is deemed to be helpful. The mediator will keep a record of all discussions and a record of any advice given.

Stage 5

- When the mediator has concluded the investigation a final meeting between the parent, the Sports Centre Manager and the line Manager is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

Parents may approach Ofsted directly at any stage of the complaint procedure. In addition where there seems to be possible breach of the settings registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirement of the children.