



Complaints Policy

Introduction

In the event of an individual having a concern or complaint pertaining to any aspect of the service provided by JB's Sports Coaching, we aim to meet our obligations when responding, by adhering to the following:

- Remain impartial
- Ensure a fair investigation is conducted
- Provide prompt and effective communication with the complainant throughout the investigation
- Respect confidentiality throughout
- Treat complainants with respect
- Inform complainants of the progress of their investigation

Formal investigations may be necessary depending on the severity of the complaint, but in the first instance, JB's Sports Coaching aims to resolve all learner complaints or grievances through informal processes and investigations.

This policy outlines the procedures for the handling of such concerns, or complaints, through the aforementioned informal and formal investigations.

Principles for Investigation

When investigating a complaint, we will try to ascertain the following information to help resolve the matter effectively:

- What has happened
- Where it happened
- When it happened
- Who was involved in the incident
- What the complainant feels would rectify the situation

Upon receipt of a complaint, JB's Sports Coaching will investigate the details and nature of the complaint, and create a realistic and reasonable time frame to effectively resolve the complaint for the individual. If extensive investigation is necessary based on the information provided, longer time frames may be set to allow sufficient time for a fair and thorough investigation to be conducted. Should this be the case, the individual will receive the new timeframe and an explanation for the delay.

We expect complaints to be made as soon as possible after the incident. If more than 5 working days have elapsed before the complaint is made, valid reasons for a late complaint must be provided before an investigation will be launched.

Complaints Process

Informal complaints are taken very seriously, and we hope to resolve them as soon as possible through effective communication between the complainant and the associated area manager. Informal complaints are to be made via any effective form of communication to either of the aforementioned individuals, and will be acknowledged within 2 working days. An investigation will then be conducted, and an appropriate response provided within 10 working days. In the event of an informal investigation failing to resolve the complaint, it can then be escalated to a formal complaint.

A formal complaint should be sent to the Managing Directors via email, and should include the information shown within the 'Principles for Investigation' section of the policy. One of the Directors may contact the complainant to discuss the details further, and clarify the exact nature of the concerns, before trying to resolve the matter in a manner deemed to be satisfactory to the complainant. Upon receipt of the formal complaint, and any further discussions with the complainant, the director will conduct an investigation and send a written conclusion of the investigation to the complainant within 10 working days.