



TB SPORT

Complaints Policy

Key Personnel

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Policy due to be reviewed October 2024

Policy Statement

TB SPORT aims to provide its Staff, Customers, Partners, and Suppliers (our stakeholders) with an excellent customer service. The organisation will listen to the need of everyone and provide opportunities for feedback.

Introduction

TB SPORT wishes to put customer needs at the very heart of the way we develop and enhance our services. Customer feedback is part of our ongoing consultation process which we will use to learn and continuously improve our service.

TB SPORT is committed to providing the very highest standards of education and support and places great value on its strong partnership with parents and our Partners. However, we recognise that from time-to-time concerns or complaints may arise and it is our aim to work with all parties involved towards a satisfactory resolution

The aim of this procedure is to enable those involved to reach a resolution of their

concerns by providing a transparent and easily understood process for handling complaints. We will do this by:

- Attempting to resolve concerns through informal discussions at the earliest stage
- Providing named contacts and a timescale for a response to be made by TBSPORT
- Focusing on resolving complaints rather than apportioning blame
- Promoting confidentiality and discretion
- Being forthright in dealing with vexatious, abusive, and malicious complaints

Complaints will be managed in line with the 'Complaints Process' set out within this procedure.

All complaints, regardless of the subject matter, will first be reviewed by the TB SPORT Complaints Co-ordinator, Tom Bingley – company director. They will ensure that you are informed of what the next steps will be in the handling of your complaint and the timescales involved. If after reviewing the complaint it is decided that an alternative statutory procedure applies, then you will be informed.

Issues related to employees such as disciplinary action, grievances, capability, or whistleblowing also have separate specific procedures.

Concerns or complaints can be brought by parents and carers of pupils at any setting within the TB SPORT workplace and by members of the public about any provision or facilities or services provided. These need to be considered and resolved as quickly and efficiently as possible. Therefore, all complaints must be logged within 3 months after the incident has occurred.

Anonymous complaints will not be investigated; however, this can change should the complaints co-ordinator determine it needs further investigation.

Written record of complaints will be kept on file and the correspondence, statements and records relating to the complaints will all be kept confidential on file- only accessible to the Senior leadership team- Tom Bingley and Kira Thornhill.

The Expectations from us after a complaint is logged-

- Take your complaint seriously
- Treat you with courtesy and respect
- Deal with it with discretion and confidentiality (if the matter relates to the welfare of a child, then we reserve the right to share details with outer agencies)
- Offer you the right to be accompanied to meetings for disability and/or language barrier reasons.
- Meet timescales- unless the investigation warrants this to be extended- valuable cause

- Offer resolutions at stages
- Inform you of the action taken to resolve your complaint and the outcome moving forward to prevent it from happening in the future.

The Expectations we would like to see from you.

- Our staff to be treated with respect
- Be mindful that all information regarding any pupils/staff must be shared interest and holding back may be the result serious consequences.
- Be open to seeking resolution to the complaint

How to Report a Complaint Stage 1

Informal Concerns or Complaints Concerns or complaints should initially be discussed informally with the relevant staff member on site

If the complaint is made about Holiday Club liaise with the lead member of staff. If the complaint is made about Wraparound Club liaise with the lead member of staff.

There is no need at this stage for the complaint to be made in writing, however the lead member will make a note of any agreed actions, and this will be retained as a record. Resolution discussions are expected to take place within 10 business days of the company being notified of the concern/complaint. If the complaint has already been discussed with the relevant lead member of staff or that would be inappropriate, a senior manager (Tom Bingley or Kira Thornhill) will discuss the complaint again with you with a view to seeking to resolve the matter informally.

We would expect most concerns or complaints to be resolved at this early stage.

In the unusual event that your complaint remains unresolved after these discussions then you may put your complaint in writing, and this will be handled under Stage 2.

Formal Complaint Investigation- Stage 2

If your complaint cannot be resolved informally, then you will be given the opportunity to put it formally in writing. You will need to send this to the Complaints Co-Ordinator

FAO- Tom Bingley- info@tbsport.uk

within 10 Business days of the conclusion of Stage 1.

Following this, an appropriate person (the Investigating Officer) will be appointed to investigate your complaint further who will:

- Acknowledge your complaint within 5 Business days.
- Investigate the complaint and then decide how best to resolve it within a further 10 business days.

- Provide a written response to you outlining how the investigation was conducted and the outcome of the complaint, as well as offering you an opportunity to discuss the outcome if appropriate.

This will normally be within 5 business days of completing the investigation.

Formal Complaint Extended Investigation- Stage 3

Should the formal complaint still not be resolved after Stage 2, or you are not happy with the resolve or outcome you reserve the right to have this investigated further. This will be done by a Nominated independent third-party specialist company chosen by TB SPORT who will deal with the formal written complaint externally.

This decision to have this investigated further should be made no more than 5 business days after the outcome of stage 2.

We will not place a timescale for how long this stage can take.

The Nominated independent third-party specialist company decision is final.