



Get Active

Engaging, Motivating, Empowering

Complaints Procedure

Get Active Sports colleagues work in partnership with parents and schools to meet the needs of the children, both individually and as a group. Information is shared with those on a need to know basis, but always where possible with parents. The aim of this document is to clarify the preferred procedure that any complaint should take to have their concern dealt with promptly and appropriately.

Any complaint regarding any aspect of the Club's service should be made in writing to the Head Office within 14 days of the incident/attending date of the child.

Depending on the severity of a complaint, this may be dealt with directly by Get Active Sports Channel/Operations Managers, or Director Rob Sherwood. If the complaint is about the manager or head office colleagues, this will be dealt with by another senior team member where necessary. All complaints will be acknowledged within 24 working hours even if it is just to inform the complainant that we are investigating the matter and will get back to them as soon as is practicable. Any complaints received by colleagues will be recorded through our Complaints Log and reported to the Director. All complaints will be dealt with in the following manner:

Stage one

If a parent/carer has a complaint about some aspect of the Club'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 the Managers at Head Office. Our company is committed to open and regular dialogue with parents/carers and welcomes any feedback or comments, 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 Managers should be approached through our Head Office line (01344 860868), 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. The Manager who handles the complaint will take relevant notes and log this through our complaints system.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to Get Active Sports Head Office to via info@getactivesports.com. Head office will then:

- Acknowledge receipt of the letter within 7 days and investigate the matter within 7 days
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the club's practices or policies as a result of the complaint. The complaints log will be completed to include details of action taken, timeline of events and for the parent to express how well the complaint was dealt with.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the Manager will refer the situation to the company's safeguarding lead, who will follow the procedures of the Safeguarding Policy. If a criminal act may have been committed, the Police will be contacted.





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Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about a Get Active Sports provision at any time. Ofsted will consider and investigate all complaints.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Telephone: 0300 123 1231 (general enquiries) 0300 123 4666 (complaints)

