

Complaints Policy

This policy applies to all Time4Sport led services, excluding school managed services, where we will follow the school's individual policy.

Time4Sport welcomes and encourages feedback from children, parents, carers, schools, customers and other stakeholders. We are committed to providing high-quality services and recognise that complaints, concerns and suggestions help us improve our services and customer experience.

We aim to handle all complaints fairly, consistently, promptly and confidentially. Where concerns relate to the safety or welfare of a child, they will be managed in accordance with our Safeguarding and Child Protection Policy.

It is our policy to resolve complaints quickly and fairly, where possible without recourse to formal investigations or external bodies.

The aims of this Complaints Policy are:

- To provide a clear and fair procedure for anyone wishing to make a complaint about our services.
- To ensure that everyone working for or with Time4Sport understands how complaints should be handled.
- To ensure that all complaints are managed fairly, consistently and within reasonable timescales.
- To ensure that information gathered from complaints is used to improve our services and prevent similar issues from occurring in the future.
- To promote a culture of openness, accountability and continuous improvement.

What this Complaints Policy Covers

This Complaints Policy applies to all Time4Sport services, activities, facilities, employees, volunteers, contractors and customer interactions.

For the purposes of this policy, references to Time4Sport include employees, volunteers, contractors and representatives acting on behalf of the organisation.

Complaints may relate to any of our activities and may include, but are not limited to:

- The quality of customer service received.
- The behaviour, conduct and/or professional competence of employees, volunteers or contractors.
- Delays, defects or other concerns relating to the delivery of services.
- Concerns regarding communication, administration or facilities.
- Concerns relating to the conduct of activities, programmes or events.

Safeguarding Concerns

Any complaint, allegation or concern relating to the safety, welfare or protection of a child will be treated as a safeguarding matter and managed in accordance with the Time4Sport Safeguarding and Child Protection Policy.

Where appropriate, safeguarding concerns may be referred to external agencies including Children's Social Care, the Local Authority Designated Officer (LADO), the Police, Ofsted or other relevant authorities.

Children Raising Concerns

Time4Sport encourages children attending our services to raise concerns, worries or complaints with a trusted member of staff.

Children will be listened to, taken seriously and supported appropriately throughout any investigation or resolution process. Staff will ensure concerns raised by children are dealt with sensitively and in accordance with safeguarding procedures where necessary.

Making a Complaint

All complaints, whether they concern our services or customer service, should be made using one of the following methods:

Email

For the attention of:

- Wayne Glover (Managing Director)
- Matt Kelter (Operations Manager)

Email: info@time4sportuk.com

In Writing

Time4Sport
Michelin Sports Centre
Rosetree Avenue
Trent Vale
Stoke-on-Trent
ST4 6NL

Telephone

01782 409677

Accessibility and Reasonable Adjustments

Time4Sport is committed to ensuring that everyone can access our complaints procedure.

Reasonable adjustments will be made where required, and complaints may be submitted in alternative formats. Assistance will be provided to individuals who require support in making a complaint.

When making a complaint, you will be asked to provide, where possible:

- Your name, address, telephone number and email address, including your preferred method of contact.
- If making a complaint on behalf of another person, their details and your relationship to them.
- The name of any employee, volunteer or contractor involved, if known.
- Full details of the complaint including relevant dates, times, events and individuals involved.
- Details of any supporting documents or evidence.
- Details of the outcome or resolution you are seeking.

While we will make every reasonable effort to accommodate requests, we are not obliged to take action beyond our contractual, regulatory or legal responsibilities.

How We Handle Your Complaint

Our aim is to resolve complaints fairly, promptly and to the satisfaction of all parties involved.

Upon receipt of a complaint:

- The complaint will be recorded in our Complaints Log.
- We will acknowledge receipt of the complaint in writing within **2 working days**.
- We will inform you of the person responsible for handling your complaint.

The complaint may be handled by the Managing Director, Operations Manager or another appropriate member of the management team.

Where a complaint relates to a specific employee, volunteer or contractor:

- The individual concerned will be informed of the complaint.
- They will be given a fair opportunity to respond.
- Communication regarding the complaint should take place through the person handling the complaint rather than directly with the individual concerned.

If additional information or evidence is required, we will contact you as soon as reasonably practicable.

We ask complainants to provide any requested information promptly to assist with the investigation. However, where information cannot be provided, we will make reasonable efforts to continue our investigation using the information available.

Complaint Timescales

We aim to investigate and respond to complaints within **10 working days**.

Where a complaint is particularly complex or requires information from external agencies, this may not be possible. In such circumstances, we will keep the complainant informed of progress and provide revised timescales where appropriate.

At the conclusion of the investigation, we will provide a written response outlining:

- The findings of the investigation.
- Any conclusions reached.
- Any actions taken or proposed.
- Any lessons learned or service improvements identified.

External Resolution

If you remain dissatisfied following the conclusion of our complaints procedure, you may contact Ofsted or any other relevant regulatory or statutory body where applicable.

Ofsted can be contacted via:

Telephone: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Further information can be found on the Ofsted website.

Confidentiality and Data Protection

All complaints and information relating to complaints will be treated confidentially.

Information will only be shared with individuals who need access to it in order to investigate, manage or resolve the complaint.

We may ask for permission to use anonymised details of complaints for internal training, quality assurance and service improvement purposes. Consent may be withdrawn at any time by contacting Time4Sport.

All personal information collected in relation to complaints will be processed in accordance with applicable data protection legislation, including:

- UK GDPR



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- Data Protection Act 2018
- Privacy and Electronic Communications Regulations (PECR)

Further information can be found in the Time4Sport Privacy Notice.

Record Keeping and Monitoring

A record of all complaints, investigations, outcomes and actions taken will be maintained securely in accordance with Time4Sport's data protection and record retention procedures.

Complaint records will be reviewed periodically by management to:

- Identify trends or recurring issues.
- Improve service quality.
- Inform staff training and development.
- Strengthen policies, procedures and safeguarding practice where necessary.

Questions and Further Information

If you have any questions or require further information about any aspect of this Complaints Policy, please contact:

- Wayne Glover (Managing Director)
- Matt Kelter (Operations Manager)

via email at info@time4sportuk.com or by telephone on **01782 409677**.