



Complaints Policy

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

We welcome and encourage constructive feedback of all kinds from our customers. If you have a complaint about our services, not only do we want to resolve it to your satisfaction, but we also want to learn from it in order to improve our business and customer experience in the future.

It is our policy to resolve complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:

- To provide a clear and fair procedure for any customers who wish to make a complaint about our services.
- To ensure that everyone working for or with us knows how to handle complaints made by our customers.
- To ensure that all complaints are handled equally and in a fair and timely fashion.
- To ensure that important information is gathered from complaints and used in the future to avoid such a situation arising again.

What this Complaints Policy covers

This Complaints Policy applies to our provision of services, food, employees, candidates and customer service.

For the purposes of this Complaints Policy, any reference to Time4Sport also includes our employees and candidates.

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

- The quality of customer service you have received from us.
- The behaviour and/or professional competence of our employees.
- Delays, defects, or other problems associated with the provision of services.

Making a Complaint

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

In the first instance, by email for the attention of Wayne Glover (Managing Director) or Matt Kelter (Operations Manager) – info@time4sportuk.com

In writing, addressed to Wayne Glover or Matt Kelter at –

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

By telephone – 01782 409 677

When making a complaint, you will be required to provide the following information in as much detail as is reasonably possible:

- Name, address, contact telephone number and email – stating which is your preferred method of contact.
- If you are making a complaint on behalf of someone else, please include the above details for them and you.
- If you are making a complaint about a particular employee, please state their name and job title (if known).
- Full details of your complaint including, as appropriate, all times, dates, events, and people involved.
- Details of any documents or other evidence you wish to provide in support of your complaint.
- Details of what Time4Sport can action to resolve your complaint and to put things right. Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.

How We Handle Your Complaint

Following our Complaints Procedure, our aim is to always resolve complaints to your satisfaction without further recourse to External Resolution.

Upon receipt of your complaint, we log the Complaint in our complaints log and will acknowledge receipt of it in writing within 2 working days.

When we acknowledge receipt of your complaint, we will also inform you of who is to handle your complaint. This may be the person to whom your original complaint was directed (as above) or your complaint may be delegated to an appropriate member of our team.

OR

If your complaint relates to a specific employee that person will be informed of your complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee in question should take place only through the person handling your complaint and we respectfully ask that you do not contact the employee in question directly concerning the complaint while we are working to resolve it.

If we require any further information or evidence from you, we will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If for any reason you are unable to provide such information or evidence, we will

use all reasonable efforts to proceed without it. However please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your complaint.

We aim to resolve complaints within 7 working days, however in some cases, particularly if your complaint is of a complex nature, this may not be possible.

At the conclusion of the complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, or our conclusions from that investigation, and any action taken as a result. Our decision at this stage is final, subject to your right to seek External Resolution of your Complaint. If you are not satisfied with our resolution of your complaint, you can escalate this to Ofsted by calling 0300 123 1231 or email enquiries@ofsted.gov.uk

Confidentiality and Data Protection

All complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees, who need to be aware in order to assist with your complaint.

We may ask for your permission to use details of your complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting us – info@time4sportuk.com

All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003) and your rights thereunder, as set out in our Privacy Notice.

Questions and Further Information

If you have any questions or require further information about any aspect of this Complaints Policy, please contact Wayne Glover or Matt Kelter by email or telephone.