



## Complaints Procedure

CurveBall Coaching is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

This policy constitutes the Club's formal Complaints Procedure. It will be carried by every coach leading a session.

Under normal circumstances, the Manager will be responsible for managing complaints and communicating with the registered person. If a complaint is made against the Manager, the Registered Person will conduct the investigation. All complaints made to staff will be recorded in detail and a written record kept.

### Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at CurveBall Coaching. Any person, including members of the public, may make a complaint to CurveBall Coaching about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

### The difference between a concern and a complaint

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. CurveBall Coaching takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, Zack Cullen, will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, Zack Cullen will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, CurveBall Coaching will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

#### How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Concerns should be raised with either the Coach or Head Coach. If the issue remains unresolved, the next step is to make a formal complaint.

Complaints against Coaches should be made in the first instance, to Zack Cullen via our admin email address. Please mark them as Private and Confidential.

Complaints that involve or are about our owner should be addressed to Kim Styles via the admin email address. Please mark them as Private and Confidential.

For ease of use, a template complaint form is included at the end of this procedure. If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

#### Anonymous complaints

We will not normally investigate anonymous complaints. However, the owner, if appropriate, will determine whether the complaint warrants an investigation.

#### Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

#### Complaints received outside of operating hours.

We will consider complaints made outside of operating hours to have been received on the first day after the period of non operation.

#### Scope of this Complaints Procedure

This procedure covers all complaints about any provision of community facilities or services by CurveBall Coaching, other than complaints that are dealt with under other statutory procedures,

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against CurveBall Coaching in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

### Resolving complaints

At each stage in the procedure, CurveBall Coaching wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

### Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

## **Stages of the Complaint Process**

### Stage One

If a parent/carer has a complaint about some aspect of the Curveball Coaching'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 to the Manager. As outlined in the Partnership with Parents/Carers policy, CurveBall Coaching is committed to open and regular dialogue with parents/carers and CurveBall Coaching

welcomes all comments on its services, regardless of whether they are 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 Manager should be approached 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.

### Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Manager. Relevant names, dates, evidence and any other important information on the nature of the complaints should be included.

CurveBall Coaching will acknowledge receipt of the complaint as soon as possible – within three to seven working days. The matter will be fully investigated within 15 -28 working days. If there is any delay, CurveBall Coaching will advise the parent/carers of this and offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint.

If the Manager has good reason to believe that the situation has child protection implications, they should inform the designated Child Protection Officer and ensure that the local social care department is contacted, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from CurveBall Coaching will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Club's policies or procedures emerging from the investigation.

The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the CURveBall Coaching's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate. Either party may need to consider consulting an external mediator who is acceptable to both parties and will offer support and advice.

The mediator must ensure discussions are kept confidential. If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the CurveBall Coaching's response will be passed to the Registered Person who will adjudicate the case. A formal record of all meetings should be taken and made available for those concerned should they wish to see them.

The Registered Person will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within 15 – 28 working days. At any stage the parent / carer is unsatisfied with the response or concerned about children's welfare they can make a complaint to Ofsted

### Making a Complaint to Ofsted

Any parent/carers can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received that are in breach of the relevant statutory requirements.

Records of all complaints must be retained for a period of 10 years on which the record was made. A summary of complaints must be available to parents on request a model complaints form can be downloaded from [www.ofsted.gov.uk](http://www.ofsted.gov.uk) and photocopied.

Ofsted Address:

Royal Exchange Building

5th, 6th and 7th Floors

Piccadilly Gate

Store Street

Manchester

M1 2WD

This policy was adopted by: CurveBall Coaching

Date: 02/06/23

To be reviewed: 02/06/24

Signed: Zack Cullen