

COMPLAINTS POLICY & PROCEDURE

P&E SPORTS LETTINGS LTD



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Approved by	David Phelan (Managing Director)

Complaints process and procedure

1. Policy and purpose

P&E Sports is committed to delivering high standards of service and maintaining positive relationships with all stakeholders. However, it recognises that there may be occasions when individuals wish to raise concerns or complaints.

The purpose of this policy is to ensure that all complaints are handled in a fair, consistent, and timely manner, with the aim of achieving a satisfactory resolution wherever possible. P&E Sports views complaints as an opportunity to improve its services, practices, and procedures.

All complaints will be treated seriously, handled confidentially where appropriate, and investigated thoroughly. Individuals raising complaints will not suffer any detriment as a result of doing so in good faith.

This policy applies to external stakeholders, including customers, partners, and members of the public. Employees should refer to P&E Sports' grievance procedure for internal concerns.

This policy is adopted on a non-contractual basis and does not form part of employees' contractual terms and conditions.

2. How to raise a complaint

Complaints can be raised in writing via email to:

info@pandesports.com

Complainants should provide as much detail as possible, including:

- Name and contact details
- The nature of the complaint
- Relevant dates, times, and locations
- Any individuals involved
- Any Witness names
- Supporting evidence where available
- The desired outcome or resolution

Employees wishing to raise concerns should do so through P&E Sports' grievance channel and follow the grievance policy. Internal complaints should be directed to:

hrsupport@pandesports.com

3. Acknowledgement of Complaints

Where appropriate, all complaints will be acknowledged within a reasonable timeframe, normally within five (5) working days of receipt. The acknowledgement will outline the next steps and provide an indicative timeline for the investigation.

4. The Investigation procedure

P&E Sports will ensure that all complaints are subject to a fair and thorough investigation. This may include:

- Reviewing relevant documentation
- Conducting interviews with involved parties
- Gathering witness statements where appropriate
- Creating relevant documentation for record purposes

The investigation will be conducted impartially and with due regard to confidentiality.

5. Outcome and resolution

Following the investigation, P&E Sports will communicate the outcome of the complaint in writing within a reasonable timeframe.

Where a complaint is upheld, appropriate action will be taken to address the issue. This may include:

- An explanation or clarification
- An apology where appropriate
- Corrective or remedial action
- Changes to processes or procedures
- Any other appropriate action

Where a complaint is not upheld, the reasons for the decision will be clearly explained.

All complaints will be handled sensitively and in accordance with data protection requirements. Records of complaints and their outcomes will be maintained securely and used for monitoring and continuous improvement purposes.

While P&E Sports encourages individuals to raise genuine concerns, complaints found to be deliberately false, malicious, or vexatious may not be progressed and could result in appropriate action being taken.

6. Appeals

If the complainant is not satisfied with the outcome, they may request a review of the decision. Appeals must be submitted in writing within ten (10) working days of receiving the outcome, clearly stating the grounds for appeal.

An appeal will be reviewed by a different manager or a more senior individual, where possible. The decision following the appeal will be final.

7. Third parties

The P&E Sports reserves the right to engage an independent third party to assist at any stage of the complaints procedure.

8. Continuous improvement

P&E Sports is committed to learning from complaints and using feedback to improve its services, policies, and procedures. Trends and recurring issues will be reviewed periodically to identify areas for improvement