



Elite Sports Professional Services Complaints Process



Making a Complaint

Contact Methods

- Speak directly to a team member.
- Call: 0208 129 4672
- Email: admin@esps.london
- Write to: Dr Kalpesh Parmar, Registered Manager, Elite Sports Professional Services, Eight Club Moorgate, 1 Dysart Street, London EC2A 2BX.
- Use the online form: <https://esps.london/policies-and-documents>

Complaint Handling Process

- Step 1: Acknowledgment (within 2 working days): Confirmation of receipt, next steps, and contact information will be provided.
- Step 2: Investigation (led by Dr. Parmar or senior staff): Interviews and record reviews will be conducted.
- Step 3: Resolution (within 28 working days): A detailed response and actions taken will be communicated.

Additional Information

Confidentiality

All complaints are handled confidentially and securely stored for at least 10 years.

Learning and Review

- Complaint trends are analyzed to improve services and staff training.
- The complaints process is reviewed annually or sooner if needed.

Persistent or Abusive Complaints

Communication may be limited if a complaint becomes unreasonable or abusive, with a full explanation provided.

Unsatisfactory Resolution

If dissatisfied with the resolution, contact:

- Care Quality Commission (CQC): 03000 616161 | enquiries@cqc.org.uk
- Local Government Ombudsman: 0300 061 0614
- General Medical Council (GMC) if the complaint involves a doctor.

Escalating Complaints