

**Staff conduct and compaints**

**You can expect Diverse Sports to:**

* Provide an induction process that familiarises you with Diverse Sports and your programme of learning.
* Provide a supportive environment that encourages and welcomes all learners.
* Take all reasonable steps to provide a safe, secure and healthy learning environment.
* Safeguard the personal information you provide in compliance with the requirements of the Data Protection Act and the Freedom of Information Act.
* Encourage a culture that ensures a positive learning experience
* Provide a learning programme that clearly outlines how you will learn, considering your learning styles and experiences
* Provide access to information, advice and guidance throughout the programme
* Review your progress in line with your Individual Learning Plan.

**COMPLAINTS POLICY**

It is Diverse Sports policy that it will handle complaints confidentially, fairly and promptly. If the complaint is verbal it will be recorded on a Diverse Sports complaints form.

An initial response will be made within 14 days. A further, more detailed response will be made if appropriate. Information on how to take the complaint further will be provided if you are not satisfied with Diverse Sports response.

Every attempt should be made, in the first instance, to resolve a complaint informally, through prompt, direct, sensible dialogue between those immediately concerned.

 In cases where the seriousness of the complaint or a failure to resolve at the informal stage demands the use of further action - a formal stage of the procedure be provided.

 **WHO MIGHT USE THIS POLICY**

Learners, parents, customers, employers, residents, employees and others might potentially experience dissatisfaction or wish to make a comment or compliment.

**RESPONSIBILITIES FOR IMPLEMENTING THE POLICY**

All staff have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and appropriately, in accordance with the procedures below.

Managers and team leaders have a responsibility to contribute towards an investigation into a complaint when it is considered appropriate.

The Senior Managers are responsible for dealing with complaints, which have reached the formal stage and might become involved, informally, in dealing with other complaints.