



## District Sports Complaints Policy

At District Sports we aim to work in partnership with parent carers to deliver a high quality sports and childcare service for everyone. If, for any reason, we fall short of this goal, we would like to be informed in order to amend our practices for the future.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt within the following manner:

### **Stage one (within 72 hours)**

Complaints about aspects of Club activity:

- The manager will discuss the matter informally with the parent carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate, the parent will be encouraged to discuss the matter with staff concerned.
- If the parent carers feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

### **Stage two**

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the DSL and they will contact the appropriate authorities and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

Email – [admin@districtsportssouth.com](mailto:admin@districtsportssouth.com)

Mobile – 07858 904422

Website – [www.districtsportssouth.com](http://www.districtsportssouth.com)



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To be reviewed: July 2025	Signed: Tom Pugh