

Complaints Policy

Policy Review

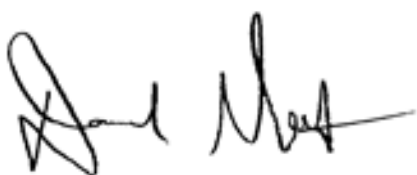
The responsibility for the review and maintenance of this policy is assigned to Daniel Meek, Managing Director. This policy will undergo an annual review.

Start date of Policy: August 2017

Date of last review: September 2024

Date of next review: September 2025

Signed



Daniel Meek
Managing Director
Swift Sports Coaching Ltd

Swift Outreach Mentoring strives to deliver a high-quality service. We acknowledge that, on occasion, things may not go as planned. We recognise there may be a legitimate reason to raise a complaint, though some grievances may stem from misunderstandings or unrealistic expectations regarding our service.

We take all concerns and complaints seriously. Your feedback is invaluable as it allows us to rectify mistakes promptly and improve our services in the future, helping us maintain and enhance the high standards we aim to achieve.

This policy establishes a clear framework for managing and addressing complaints from partner schools, staff, parents/carers, pupils, or other concerned parties. The objective of this policy is to resolve all complaints fairly, effectively, and efficiently, in accordance with agreed procedures and guided by our organisational ethos. Listening to and acting upon concerns and complaints enables us to enhance our services and systems. By providing a formal yet transparent avenue for expressing dissatisfaction, Swift Outreach Mentoring demonstrates its respect for stakeholders and service users.

Confidential information is shared only on a need-to-know basis, in compliance with GDPR, and whenever possible, with parents/carers. The purpose of this document is to outline the preferred procedure for any complainant to ensure that concerns are addressed promptly and appropriately.

Definition of a Complaint

A 'concern' is defined as 'an expression of worry or doubt regarding an issue deemed significant for which reassurances are sought.' In contrast, a complaint is generally understood as 'an expression or statement of dissatisfaction, regardless of how it is conveyed, about actions taken or the absence of action.'

It is in everyone's best interest to resolve complaints at the earliest opportunity. Many issues can often be addressed informally, thereby avoiding the necessity of formal procedures.

Making a Complaint

If you encounter an issue with our service that cannot be resolved immediately, we encourage you to lodge a complaint. If you are dissatisfied with any other aspect, please follow this complaints policy.

We highly value feedback from children, parents/carers, partner schools, and local authorities. Such feedback is crucial for Swift Outreach Mentoring to continuously monitor and improve the services we deliver. We regularly solicit input from stakeholders through ongoing contact and regular review meetings.

Listening to and addressing complaints is of utmost importance, as it enables us to implement necessary changes and improvements in our processes and services.

Who Can Raise a Complaint

Our Complaints Procedure is accessible to anyone utilising our services, including students, parents/carers, referrers, volunteers, and commissioning organisations. We encourage you to express your concerns and make a complaint if you find any aspect of our mentoring services unsatisfactory.

Complaints Process: What to Do If You Wish to Make a Complaint

Any complaint should be submitted in writing to the Company Directors within 14 days of the incident or the date of the child's attendance. Please ensure that the details of the incident or allegation are as comprehensive as possible to facilitate a thorough investigation.

The Company Directors hold overall responsibility for addressing complaints. The complaint will be managed as follows:

Stage One

The complaint will be discussed informally with the complainant in an effort to reach a satisfactory resolution.

Stage Two

If an agreeable resolution cannot be achieved through informal discussion, the complainant should document their complaint in writing and send it to the Company Directors via email at info@swiftsportscoaching.co.uk. The Company Directors will:

- Acknowledge receipt of the complaint within 7 days and investigate the issue within 28 days.
- Provide a detailed written response to all relevant parties, including any recommended changes to practices or policies based on the complaint.

- Engage with the relevant parties to discuss the course's response to the complaint, either collectively or individually.

Complaints About an Individual Staff Member

If appropriate, we will encourage the complainant to discuss the issue with the staff member concerned. If the complainant believes this is not suitable, the matter will then be reviewed by a Senior staff member, who will communicate with the individual concerned to seek a satisfactory resolution.

Please note:

- If you have a serious concern about safety, please follow our Child Protection and Safeguarding Policy.
- Staff should follow their Grievance Procedure or whistleblowing procedures to complain about employment matters.
- If child protection concerns are raised, the staff member will refer the situation to the Designated Safeguarding Lead, who will adhere to the Child Protection and Safeguarding policy. This may involve sharing information with the Local Authority Designated Officer (LADO).
- In cases where a criminal act may have occurred, the Directors will notify the police.
- We will need to share any relevant information with others concerned in the safety and welfare of the people we work with.
- We will keep records of your complaint and what we do to resolve it. We handle all personal information in line with the Data Protection Act.