



Complaints Policy



All employees are expected to apply the values of Superstar Sports in their conduct at work, demonstrating honesty and integrity at all times. In general terms, Superstar Sports expects that the conduct of its employees is such that no justifiable complaint can be made by parents, pupils, colleagues, other bodies or agencies or members of the community in relation to conduct and behaviour of staff. Any complaints about inappropriate conduct will be dealt with fairly and reasonably, using the agreed procedures.

The difference between a concern and a complaint

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

A complaint may be defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. We take concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases we ask you to contact us via our website, where we can refer you to the most appropriate staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, we will attempt to resolve the issue internally, through the stages outlined within this complaints policy.

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing, via our website or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Concerns should be raised with either the coach leading the session or one of our senior members of staff. If the issue remains unresolved, the next step is to make a formal complaint.

Complaints against individual coaches should be made in the first instance, to one of our senior members of staff via our website or telephone. Please mark them as Private and Confidential. Complaints that involve or are about a senior member of staff should be

addressed to the Company Director, Simon Woods, via the email address superstarsportsuk@hotmail.co.uk.



Anonymous complaints

We will not normally investigate anonymous complaints. However, the Company Director, will determine whether the complaint warrants an investigation.



Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

Whistleblowing

We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. Where an employee has reason to suspect that colleagues or other staff members are acting improperly, the employee should report these suspicions to a Company Director. The employee will be assured the concerns, when made in good faith, will be heard without fear of victimisation, discrimination or disadvantage in accordance with the confidential reporting code.

Improper conduct can cover a wide range, including financial irregularity, abuse of pupils, abuse of power or position, neglect of duty, discrimination, bullying or harassment.

Staff conduct

Complaints about staff will be dealt with under the Superstar Sports internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.

Resolving complaints

Superstar Sports wishes to resolve all and any complaints made. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again
- an indication of the timescales within which any changes will be made
- an undertaking to review company policies in light of the complaint

Formal complaints must be made to our Company Director via the website or email. The Company Director will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 working days. Within this response, we will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see.



The Company Director can consider whether a face to face meeting is the most appropriate way of doing this at such an early stage. Note: The Company Director may delegate the investigation to another member of the company's senior leadership team but not the decision to be taken. During the investigation, the Company Director (or investigator) will: if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish to keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the Company Director will provide a formal written response within 20 school days of the date of receipt of the complaint. If the Company Director is unable to meet this deadline, they will provide the complainant with an update and revised response date. The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it.

The Company Director will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome. This may result in a face to face meeting to discuss the complaint in greater depth. The aim of the meeting should be to resolve the complaint and achieve reconciliation between the company and the complainant. We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations. We recognise that:

- Many complainants will feel nervous and inhibited in a formal setting
- Parents/carers often feel emotional when discussing an issue that affects their child
- Extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting
- Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated
- Consideration should be given to allow the parent to say which parts of the meeting, if any, the child/young person needs to attend. However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests as we recognise the welfare of the child/young person to be paramount.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

This policy was reviewed on 21st August 2020