



Support Through Sport CIO

POLICIES & PROCEDURES

Complaints Policy

Last Review Date: 17/11/2025 | Next Review Date: 17/11/2026

Support Through Sport CIO is a Charitable Incorporated Organisation registered in England and Wales under charity number 1212065. Registered office: 63–67 St Peter's Street, Nottingham, Nottinghamshire, NG7 3EN.



1. Introduction

We understand that at times individuals or parents may have a concern or feedback about the service provided by Support Through Sport. We are committed to giving careful attention and a courteous, timely response to your suggestions, comments, or complaints so that we can learn from them and continuously improve our service. Complaints will be accepted and investigated irrespective of the nature of the complaint or who the person making the complaint is.

Your complaint will be dealt with in an open and impartial manner and any complaint will not adversely affect any ongoing interaction with Support Through Sport.

2. Informal Complaints

In the first instance, Support Through Sport will invite all parents/guardians to make a complaint informally. This should ideally be done in person and can be a conversation with the Lead Coach or member of the Senior Leadership Team. Where possible we endeavour to handle all complaints informally if possible. We aim to ensure making a complaint is as easy as possible and to deal with it promptly and politely.

3. Formal Complaints

If you do not feel your complaint has been resolved informally, then to make a formal complaint you will need to contact the CEO, Tranai Todd at 0115 900 3151 or via email at Tranai@supportthroughsport.org.uk.

If you send an email the following information will be required:

- Name and address
- Telephone number
- Email address
- Date and time of incident
- Date and time complaint was made
- Details of complaint
- Any relevant documentation or supporting information.

Once your complaint has been received by one of the above-named staff it will be investigated thoroughly, and a reply will be sent to the complainant within ten working days.

If the complaint has been made against a staff member, the staff member involved will be informed that a formal complaint has been made and given full details. The staff member will be given the right to reply. If determined necessary by the registered provider, a staff member whom a complaint has been made about may be placed on paid suspension pending the investigation.

When investigating a complaint, all relevant evidence will be looked at. In the process of the investigation, we may need to meet with the complainant to discuss the complaint further. Complainants can bring a person with them to any such meeting. All staff must participate in the

investigation of a complaint, as required. Any staff member involved in the complaint will be supported throughout the process.

If the complaint involves a child protection concern, a separate reporting procedure will be followed in line with the safeguarding and child protection policy.

Where no grounds for the complaint are found, the person making the complaint will be notified and information detailing the next stage will be provided. We will share any recommendations from our investigation with the complainant and all relevant staff.

4. After Investigation Procedures

Once the complaint has been investigated a meeting will be convened with the complainant, any representation they make wish to bring, an external mediator and the Directors of Support Through Sport, this will take place within 5 working days of the end of the investigation.

An agreed written record of the meeting will be made by the external mediator and, where appropriate, a formal letter of the outcome will be issued, within a reasonable period following the meeting. Records in writing of any complaints, including any outcomes, will be retained for a period of two years.

Support Through Sport endeavours to fulfil the following values in all aspects of our work:

- Respectful partnership - focusing on the needs and well-being of the children and young people attending our service.
- Positive engagement with parents
- Openness and sharing of information
- Professional and efficient

We endeavour to learn from complaints, use them to improve our service, and review annually our complaints policy and procedures. We aim to informally resolve a complaint as soon as possible but within a maximum of 15 working days.

Following the formal investigation of a complaint, we will let you know what we have found via your preferred form of communication. If necessary, we will produce a longer report. We will explain how and why we came to our conclusions and outline any changes to policies/procedures, practice and risk management arising from the investigation.

5. Appeals & Referrals

We will outline the appeals process as part of the complaint response. If the complainant is dissatisfied with the response to the complaint, then there is the opportunity to appeal it. The appeal must be submitted within 5 working days.

The appeal is handled by someone who was not involved in the original complaint process.

Record of Complaints and Confidentiality An accurate and detailed record of each complaint is kept for a period of 2 years from the date the complaint has been dealt with. Complaint information is stored confidentially in the service and is only accessed by the Registered Provider and Manager. The people who have access to complaint records are named at the bottom of this policy.

Any complaints not within the scope of the service to investigate, will be referred appropriately. For example:

- If there are child safeguarding concerns relating to a complaint, the designated liaison person is informed, and the child protection policy of the service is followed.

- If a complaint involves a potential criminal offence, the police will be notified.

We believe that all complainants have the right to be heard, understood, and respected. However, we also consider that our staff have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands, or unreasonable persistence.

6. Review

Support Through Sport's complaints policy is fully supported by the Senior Leadership Team. This policy will be reviewed annually.

Signed as reviewed (date on cover page)

Tranai Todd - Chief Executive Officer


