



# COMPLAINTS PROCEDURE

**Reviewed annually by Senior Management  
Last reviewed August 2023**

Signed  \_\_\_\_\_

**Jason O'Connor (Managing Director)**

## **Complaints Policy**

The Elms Sport in Schools takes all complaints seriously, you have the right to complain, and we will do everything in our power to deal with your complaint quickly and thoroughly.

## **Values and principles**

**Equality:** You will receive a response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

**Fairness:** We believe that complaints should be dealt with fairly and openly, unless it would put other people at risk. Those affected by a complaint should have a chance to contribute and respond to any investigation. There will not be any verdict until the investigation is complete.

**Confidentiality:** We treat complaints as confidentially as possible. Sometimes we have to discuss complaints with other organisations. If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the right authorities. If necessary, we will seek advice from organisations such as the Police or Social Services.

## **How to make a complaint?**

If you have a complaint, it is often best to start by telephoning The Elms Sport in School's Head Office, we will aim to help resolve your problem as quickly as possible. If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing (the address for which is at the bottom of this policy). We do accept anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible.

## **Who to contact to make a complaint?**

Complaints will be handled by a manager from the correct department and if required, will be escalated to ESS Managing Director, Jason O'Connor.

## **What will we do to investigate?**

We will give an initial response to your complaint within 24 hours. We will investigate your complaint fairly. This means that we will discuss the complaint with all of the relevant people. Depending on the severity of the complaint and/or accusation we may suspend the employee pending investigation. We will try to gather any information that may be relevant to handling your complaint. Sometimes we will ask to show copies of information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

## **How will I know what is happening?**

We will keep you regularly updated on the progress of your complaint, if there are delays in handling your complaint for any reason, we will keep you informed. If your complaint leads to formal disciplinary action against someone, we will inform you of the outcome.

## **What are the possible outcomes or results of my complaint?**

In many cases, we are able to resolve problems informally. This might include:

- A change in arrangements for particular activities
- An explanation or apology
- An agreement to communicate or act differently in future

If an informal resolution is not suitable, the following actions may apply:

- Formal disciplinary action
- Changes in formal contracts or arrangements
- A decision to refer the case to another organisation such as the Police, Social Services or LADO.
- Closure of your complaint without action

### **Questions or queries about this policy**

If you have a general query about this complaints policy, you should speak to the following person:

**Jason O'Connor, MD**  
**The Elms Sport in Schools**  
**Pynnacles Close**  
**Stanmore**  
**Middlesex HA7 4AF**