



## **The JR Sports Group Complaints Policy**

***Signed: James Richardson***

***The JR Sports Group Director***

***26/04/2023***

Revision	Nature of Changes	Made by	Date	Signed Off
1	Original Release	JR	26/04/23	James Richardson
2	Process Updates	LO	26/06/23	James Richardson
3	Escalation Process Updates	LO	04/12/23	James Richardson

## **POLICY STATEMENT**

At The JR Sports Group, our goal is to partner with parents and schools to create high quality enjoyable experiences for children. However, we also understand that sometimes things may not go as planned, and we may fall short of our intended standards. If, for any reason, we do not meet expectations, we would sincerely appreciate being informed. Any complaints shall be dealt with following the processes outlined in this policy.

## **SCOPE**

A complaint can be made about behaviour or actions carried out by: The JR Sports Group, a member of staff employed by The JR Sports Group, a volunteer or visitor associated with The JR Sports Group, a subcontracted provider, or an associated employer or contractor which causes significant disadvantage. The aim of the complaint should be to stop the offending behaviour, to secure appropriate and fair redress, and to redirect future endeavours.

## **RESPONSIBILITIES**

Complaints are handled by our Director and Operations Manager, who are dedicated to addressing concerns with utmost care. In the event that a complaint involves one of these individuals, we ensure an impartial approach by having someone else handle the matter on their behalf. This practice ensures fairness and transparency in our complaint resolution process.

## **INTERNAL COMPLAINTS PROCESS AND RESOLUTION PROTOCOL**

### **Informal Complaints**

Informal complaints can be made by speaking directly to a member of staff, or by phone (see website for contact details). Complaints can also be made by emailing [contact@jrsportsgroup.com](mailto:contact@jrsportsgroup.com), or submitting a contact form on our website. Written email complaints shall be assessed by management according to their tone for whether they constitute an informal or formal complaint, and if uncertain shall ask the plaintiff for clarification.

Complaints about the club's activity:

- The Director/Operations Manager will discuss the matter informally with the parent/carer concerned

Complaints about a member of staff:

- Where appropriate, parents/carers are encouraged to raise concerns with the member of staff involved, as well as reporting this to the Director/Operations Manager
- If the parent/carer does not deem it appropriate to speak to the member of staff, they may go directly to management who will discuss the complaint with the staff member and find the appropriate resolution
- Complaints about a member of staff shall be logged in the appropriate records

To be effective in achieving a resolution, discussions should be:

- Calm, with no raised voices or inflammatory language
- Specific, with the grounds for the complaint clearly stated
- Un-confrontational
- Constructive, seeking ways to avoid future difficulties

## **Formal Complaints**

If informal discussions fail to achieve a satisfactory resolution, we kindly request parents or carers to submit their complaint in writing to our management team. Although the process is formal and may involve serious actions against the offender if found valid, rest assured that formal complaints will be handled with empathy and utmost respect for the dignity of all parties involved.

The procedure for addressing a formal complaint is as follows:

- The complainant should put their complaint in writing to management via email
- The complaints email address is [contact@jrsportsgroup.com](mailto:contact@jrsportsgroup.com), a contact form can be filled out on our website, or the Director can be contacted directly on [james@jrsportsgroup.com](mailto:james@jrsportsgroup.com)
- The complaint should be described in detail
- Management will acknowledge receipt of the complaint within 7 days
- They shall investigate and action the complaint within 10 further days of receiving it. If further time is needed then the complainant shall be notified.
- Management shall send a full response to the complainant in writing, including outcomes and relevant actions and any changes to be made to the companies policies and procedures as a result of the complaint

Written records shall be kept of all formal complaints and outcomes. These shall only be accessible by the complaints management team. Records of the complaint, investigation and any outcomes/measure taken shall be kept for 3 years. These records should be created within 28 days of the complaint being made.

If child protection issues are raised, these shall be dealt with by the Designated Safeguarding Lead following the companies Safeguarding/Child Protection Policy.

## ESCALATION TO OFSTED

If, after following our internal complaints resolution process, you remain dissatisfied with the outcome, you have the right to escalate your complaint to the Office for Standards in Education, Children's Services and Skills (Ofsted). You can contact Ofsted by:

- Visiting their website:

<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>

- Calling their helpline: 0300 123 4666

- Emailing them at: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

- Sending them a letter to

Please ensure that you have exhausted our internal process before contacting Ofsted, and include details of the steps taken and the responses received. Your feedback is crucial in helping us improve our services, and we appreciate your cooperation in this matter.