

Complaints Policy

Purpose of this Complaints Policy

We welcome and encourage feedback of all kinds from our clients and customers. If you have a complaint about our services, not only do we want to resolve it to your satisfaction, but we also want to learn from it in order to improve our business and customer experience in the future.

It is our policy to resolve complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:

- ✦ To provide a clear and fair procedure for any customers who wish to make a complaint about our services,
- ✦ To ensure that everyone working for or with us knows how to handle complaints made by our customers.
- ✦ To ensure that all complaints are handled equally and in a fair and timely fashion.
- ✦ To ensure that important information is gathered from complaints and used in the future to avoid such a situation arising again.

What this Complaints Policy Covers

This Complaints Policy applies to our provision of services, employee's candidates and customer service. For the purposes of this Complaints Policy, any reference to Super Star Sport also includes our employees and candidates.

Complaints may relate to any of our activities and may include but not be limited to:

- ✦ The quality of customer service you have received from us.
- ✦ The behaviour and/or professional competence of our employees or candidates.
- ✦ Delays, defects, or other problems associated with the provision of services.

The following are not considered to be complaints and should therefore be directed to the appropriate person or addressed accordingly:

- ✦ General questions about our services;
- ✦ Where there is no further complaint;
- ✦ Matters concerning contractual or other legal disputes;
- ✦ Formal requests for the disclosure of information, for example, under applicable legislation

How We Handle Your Complaint

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Super Star Sport activity:

- ✦ The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- ✦ If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- ✦ If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- ✦ Acknowledge receipt of the letter within 7 days.
- ✦ Investigate the matter and notify the complainant of the outcome within 28 days.
- ✦ Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- ✦ Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

Making a Complaint

All complaints, whether they concern our services or customer service should be made in one of the following ways:

- ✦ By contacting us by telephone on **01895 204 885**
- ✦ By email, addressed to **info@superstarsportwl.com**
- ✦ In writing, addressed to **Directors of M & A Sports Ltd, Affinity Point, Arundel Road, Uxbridge, UB8 2RR**
- ✦ Using our **Complaints Form**, following the instructions included with the form;

When making a complaint, you will be required to provide the following information in as much detail as is reasonably possible:

Your name, address, telephone number and email address and we will contact you using your preferred contact method as your complaint is handled

If you are making a complaint on behalf of someone else, that person's name and contact details as well as your own.

If you are making a complaint about a particular transaction, please include the invoice number

If you are making a complaint about a particular employee, please record the name and where appropriate, position of that employee.

Further details of your complaint including, as appropriate, all times, dates, events, and people involved;

Details of any documents or other evidence you wish to rely on in support of your complaint.

Details of what you would like us to do to resolve your complaint and to put things right. Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Policy** (please see for LADO contact numbers). If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Super Star Sport at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)

0300 123 4666 (complaints)

Following our complaints procedure, our aim is to always resolve complaints to your satisfaction without further recourse to external resolution. If you are not satisfied with the resolution of your complaint, you may refer to external resolution as detailed below.

Upon receipt of your complaint, we log the complaint in our complaint's log and will acknowledge receipt of it in writing within 2 days.

When we acknowledge receipt of your complaint, we will also inform you of who is to handle your complaint. This may be the person to whom your original complaint was directed (as above) or your complaint may be delegated to an appropriate member of our team.

OR

If your complaint relates to a specific employee, that person will be informed of your complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee in question should take place only through the person handling your complaint and we respectfully ask that you do not contact the employee in question directly concerning the complaint while we are working to resolve it.

If we require any further information or evidence from you, we will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process.

If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your complaint.

We aim to resolve complaints within 28 days, however in some cases, particularly if your complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.

At the conclusion of the complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. Our decision at this stage is final and subject to your right to seek external resolution of your complaint.

If you are not satisfied with the resolution of your complaint, you may seek external resolution of your complaint through our Head Office (SSS Education Group Ltd.) on 01992 766 707 or by contacting Ofsted on 0300 123 1231.

Confidentiality and Data Protection

All complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees who need to know to handle your complaint.

We may ask for your permission to use details of your complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting us.

All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003) and your rights thereunder,

as set out in our Privacy Notice.

Questions and Further Information

If you have any questions or require further information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact us on 01895 204 885.

Policy Responsibility and Review

We are committed to reviewing our policy and good practice annually.

This policy was adopted by Super Star Sport	Date: 12/04/2023
To be reviewed: 12/04/2024	Signed: 