



Complaints Policy and Procedure

Overview and Intent

Kinetic Sports Group aims to provide the highest quality of service and experience for all children and families. If you feel that we have not reached our aim the following procedures should be followed. For safeguarding concerns, our safeguarding policy should be followed.

Legal Context

This policy takes in to account the following legislation and best practice guidance:

Data Protection Act 2018

Equality Act 2010

Children Act 1989

Statutory Framework for the Early Years Foundation Stage 2021

Procedures

Stage 1

If any parent, carer or child has cause for complaint the first action to take is to discuss it with the session or venue lead. If the venue lead cannot be approached the complaint should be directed to George Allen, the Company Director.

Stage 2

If the situation remains unresolved or there is not a satisfactory outcome then the complaint should be sent in writing to George Allen, the Company Director. George Allen will investigate the complaint and document the nature of the complaint, and findings and the outcome. A report will be given to the person making the complaint within 10 days.

If the complaint cannot be made to George Allen the Whistleblowing Policy should be followed.

Stage 3

In the unlikely event of the complaint not being resolved at stages 1 or 2 a formal meeting should be held between George Allen and the person making the complaint. The details, actions and outcomes of this meeting should be recorded and all parties should sign the document.

Stage 4

If the matter cannot be resolved, complaints can be referred to Ofsted, using the following details:

Telephone: 0300 123 4666

Email: enquiries@ofsted.gov.uk

Date	Summary of Changes	Other Comments
28 th February 2023	Policy Adopted	Revision due 27/2/2024