



Primary Sports & Education Ltd

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### **Introduction**

- 1.1 Primary Sports & Education is dedicated to providing the best possible sports education and support for all pupils within its schools. This means having a clear, fair and efficient procedure for dealing with any complaints to or against the company, so that any issues that arise can be dealt with as swiftly and effectively as possible.
- 1.2 This policy outlines how complaints will be dealt with by Primary Sports & Education.
- 1.3 Please note that anonymous complaints will not be examined under this procedure. Separate policies exist in the areas of safeguarding, child protection and equal opportunities.
- 1.4 All complaints should be addressed to the Complaints Officer in the first instance, whose details are recorded above.
- 1.5 Please note that should a complaint, informal or formal, reveal an issue for which other procedures exist (for example, child protection) then it will be dealt with under those procedures rather than as a complaint.

### **Stage 1 – Informal Resolution**

- 2.1 Many enquiries and concerns can be dealt with satisfactorily by the sports coach, the Managing Director of Primary Sports & Education, the class teacher, the headteacher or other members of staff without having to resort to a formal procedure. We value informal meetings and discussions and encourage parents and stakeholders to approach our staff with any concerns they may have, and aim to resolve all issues with open dialogue and mutual understanding. If an individual has a concern that they would like to take up with Primary Sports & Education they should initially inform a member of our staff either in person, over the telephone or in writing. The individual will then be invited to an informal meeting with the member of staff most appropriate for dealing with that concern.
- 2.2 There is no timescale for resolution at this stage given the importance of dialogue through informal discussion although it would be expected that most issues would be resolved within 10 school days.
- 2.3 Should face to face discussions appear unlikely to resolve matters, either party may initiate a move to the formal procedure at Stage 2.

## **Stage 2 – Formal Written Complaints**

3.1 If a complainant does not feel that their complaint has been dealt with as they would like, are unhappy with the outcome of the informal meeting or feel that the issue is serious enough that it warrants it, the complainant should set out the precise nature of the complaint on the form at the end of this policy and return this to the Complaints Officer. The complainant should keep a copy of this form and all relevant correspondence.

3.2 The Complaints Officer will acknowledge the complaint in writing within 5 school days of receipt of the form. The Complaints Officer, alongside other relevant staff such as a headteacher, will investigate the concerns and outline their decision if there is one to be made, and any action to be taken as a result of the complaint.

3.3 The Complaints Officer may call the complainant in for a meeting to discuss the issue outcome, possible solutions, or to explain what has or will happen as a result of the complaint.

3.4 The Complaints Officer will keep a record of all interactions with the complainant and other staff, meetings and decisions made in reference to the complaint.

3.5 The Complaints Officer will respond to the complainant in writing within 15 school days from acknowledgement of the complaint, and any action that has or will be taken. If it has been decided that no further action will be taken on the issue, they will explain what they have decided and how they have reached this conclusion.

## **Record of Complaints**

4.1 A written record of all complaints and documentation relating to the handling of the complaint will be kept confidentially by Primary Sports & Education.

*Policy date: September 2025*

*Next reviewed: September 2026*