



COMPLAINTS PROCEDURE

Rationale:

We take all complaints or concerns about our Active Camps seriously. Our aim when dealing with such issues is to ensure a satisfactory conclusion for all parties involved. We have a clear procedure that should be followed when wishing to make a complaint.

Making A Complaint:

1. Any parent/carer, person or external party wishing to make a complaint or raise a concern about an Active Camp should do so with the Camp Coordinator in the first instance. The Camp Coordinator is the staff member leading the Active Camp. The Camp Coordinator will listen to all concerns and attempt to resolve them there and then.
2. If this does not provide a satisfactory conclusion, or if the issue continues, the complaint should be made to a member of the main office team via phone call, during Active Camp hours (8:30am-4:00pm) on 01254 366316. The team will listen to all concerns and attempt to resolve them there and then.
3. If this still does not provide a satisfactory conclusion, or if the issue continues, the complaint should be made in writing, via email, with the title 'FAO: Director - Active Camp Complaint' using the email address: info@prosportcoaching.co.uk. Please include details of the complaint, including specific Active Camp location, dates, times and names of staff members. A director will respond to the email as soon as possible, acknowledging the complaint and attempting to resolve the concerns there and then.
4. Where deemed necessary, complaints may be escalated to an internal investigation. This entails speaking to all parties involved, creating a written record of all related incidents and all parties being spoken to until a satisfactory outcome is reached. Written records are stored safely electronically, in password protected and restricted access folders. *Please note, these records will not be shared outside of the organisation. Instead a summary of the internal investigation will be provided to the complainant.*

Please note, the procedure for making a complaint should be followed in the above order. Staff members will check the correct procedure has been followed before taking any complaints further.