

**Complaints Policy**

Date of last review: September 2024

Date of next review: August 2025

**P&E Sports – Complaints Policy**

P&E Sports views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person who has made the complaint.

**Our policy is:**

* To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
* To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
* To make sure everyone at P&E Sports knows what to do if a complaint is received
* To make sure all complaints are investigated fairly and in a timely way
* To make sure that complaints are, wherever possible, resolved and that relationships are repaired
* To gather information which helps us to improve what we do

 **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of P&E Sports.

**Where Complaints Come From**

Complaints may come from any person or organisation who has a legitimate interest in P&E Sports.

A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should use P&E Sports Discipline and Grievance policies.

 **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

 **Responsibility**

Overall responsibility for this policy and its implementation lies with the P&E Sports Lettings.

Written complaints may be sent to:

David Phelan, Arrow Vale Sports Centre, Matchborough, Redditch, Worcestershire, B980GF

or by e-mail to pandesports@gmail.com

Verbal complaints may be made by phone to 01527 529496 or in person to any of P&E Sports staff at the same address.

 **Receiving Complaints**

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

* Write down the facts of the complaint
* Take the complainant’s name, address and telephone number
* Tell the complainant that we have a complaints procedure
* Tell the complainant what will happen next and how long it will take
* Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant’s own words.

 **Resolving Complaints**

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

On receiving the complaint, David Phelan will record it. If it has not already been resolved, he will delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, that person will be informed and given a fair opportunity to respond.

Complaints will be acknowledged by the person handling the complaint within one week. The acknowledgement will say who is dealing with the complaint and when.

A copy of this complaint’s procedure will be attached.