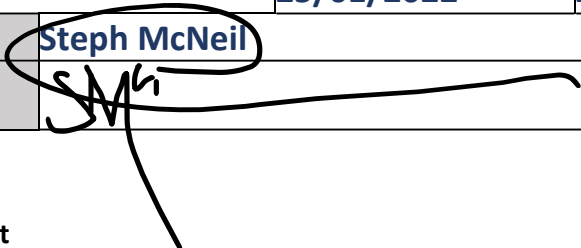




Complaints Policy

Title		Version	
Complaints Policy		2.0	
Approval Body		Date	Review Date
Corporation		25/01/2022	25/01/2023
Lead Person	Steph McNeil		
Signature			

Section 1: Policy Statement

Ignite Sport UK aims to continuously provide high quality services for all its clients, learners, customers. As part of quality improvements, we welcome feedback on the services we provide, and do not require clients to wait to be contacted if they have a compliment about aspects of our service that they regard as outstanding. Where a client feels that our service falls below the standard they expect, they have a right to make a suggestion or complaint. Ignite Sport UK commits to responding and resolving all complaints within the specified time scales, to the best of its ability. Should a complainant not be satisfied with the resolution proposed, the complainant has a right to appeal to the Managing Director of Ignite Sport UK. In all circumstances, individuals and groups are positively encouraged to raise their concerns with the member(s) of staff directly in the first instance.

Section 2: Purpose & Scope

Purpose: To provide a clear and consistent framework for dealing with compliments, suggestions and complaints, from Internal and external clients of Ignite Sport UK, so that they can be monitored and reviewed to ensure continuous improvement.

Scope: This process covers all client led feedback initiated by internal and external clients. It does not cover feedback prompted by Ignite Sport UK or the ESFA, or other such deliberately targeted surveys. Neither does it cover any feedback requested via questionnaires through our PE & Sports Provision Services and products, which will be collated and dealt with via another route.

This policy underpins Ignite Sports UK's Diversity & Equality and Assessment & Appeals Policy

Section 3: Definitions

- Complaint - is any expression of dissatisfaction about action, or lack of action, or about the standard of service provided by, or on our behalf.
- Suggestion - is an idea relating to a possible improvement in the Client experience
- Recipient – anyone who receives any compliments, suggestions or complaints, and who are responsible for entering initial details into the Client Led Feedback and alerting the appropriate Owner for resolution.

- Owner – will own the feedback until closed/resolved. The Owner is likely to be a Line Manager.
- Complainant - person making the complaint

Section 4: Complaints Procedure

If you are not satisfied with any aspect of Ignite Sport UK including staff or associates, you can make a complaint using either of the following formats:

Email: info@ignitesportuk.com

Letter: Ignite Sport UK Ltd

The Community Arena

Marsh Lane

Marston

Oxford

OX3 0NQ

Customers who would prefer to make a verbal complaint or discuss their concerns before formally logging a complaint can telephone 0300 303 0890 where you will be directed to the appropriate person.

Where possible please ensure you provide the following information:

- a clear, detailed description of what your complaint is about
- copies of any letters or emails or relevant documentation related to the complaint
- any details relating to the complaint if you have raised them previously informally or directly to the person/person responsible for the matter you are complaining about
- your email address or postal address (so we can respond to your complaint) For written complaints, please send details of the above to the above address or email address, clearly marking the subject matter of your correspondence as: Complaint; this will then be directed to a member of our complaints handling team who will allocate to the correct department or member of staff:

Section 5: next steps:

- We acknowledge receipt via phone or email within 2 working days
- We will complete a thorough investigation into your complaint and will endeavour to provide a full response and resolution within 6 weeks
- If you are not fully satisfied with our response/proposed resolution, please appeal the decision in writing and we will endeavour to resolve it to your satisfaction.

If you are an active learner and wish to make an appeal against an assessment decision, please refer to the Learner Appeal policy provided at the start of your course. You may also escalate a complaint to the Skills Funding Agency's apprenticeship helpline if a resolution is not reached nationalhelpdesk@apprenticeships.gov.uk

Section 6: Recording of Complaints

Ignite Sport UK Ltd will record all complaints, both formal and informal. A complaints log will be maintained by the Head of Education, who will monitor and track all complaints until there is a final outcome. The Head of Education will present an overview all complaints to the Senior Management Team on a regular basis and will implement additional staff training as required.