

COMPLAINTS POLICY AND PROCEDURE

Complaints Policy and Procedure	
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This policy has been endorsed by Sport for Confidence Directors and will be reviewed every two years to ensure it remains current and up to date.

Policy Statement

Sport for Confidence is committed to providing a fair, transparent, and accessible process for managing complaints raised by participants, their representatives, or partner organisations. The aim of this policy is to ensure that all complaints are handled promptly, consistently, and constructively to achieve satisfactory outcomes and continuous improvement.

Scope

This policy applies to complaints raised by participants, their representatives, and partner organisations, volunteers and third parties regarding any aspect of Sport for Confidence’s services. Internal concerns raised by employees are addressed under the organisation’s Grievance Policy.

Definitions

- Participant – a person in receipt of therapy and support through a Sport for Confidence provision.
- Representative – a person or organisation acting on behalf of or supporting a participant, such as a parent, carer, support worker, advocate, or partner organisation.
- Volunteer – a person who freely chooses to give their time to undertake tasks and activities to help Sport for Confidence achieve its aims, without payment or the expectation of payment.
- Third Party – a person or organisation who may have an interest in Sport for Confidence.
- Complaint – any expression of dissatisfaction, whether verbal or written, about the services, actions, or lack of action by Sport for Confidence or its staff.

Objectives

Sport for Confidence aims to:

1. Provide a fair and accessible complaints procedure.
2. Ensure everyone knows how to raise a complaint.
3. Investigate complaints in a timely, impartial, and consistent manner.
4. Respond to all complaints in writing within agreed timescales.
5. Use complaints to drive learning and service improvement.
6. Ensure data protection complaints comply with GDPR.

Complaints Process Overview

Complaints can be made verbally or in writing. If a participant, representative, volunteer or third party wishes to make a complaint, they should contact the HR Manager as soon as possible after the incident. All complaints will be acknowledged within 3 working days of receipt. Where possible, informal complaints will be resolved within 10 working days. If the issue cannot be resolved in this timeframe, it will progress to the formal investigation stage. Formal complaints will be investigated within 6 weeks, with a final written response issued within 8 weeks of the initial complaint.

Informal Resolution

Where appropriate, complaints will be addressed informally and quickly, ideally within 10 working days. If the complainant remains dissatisfied or the issue is complex, the matter will be escalated to the formal stage.

Formal Resolution

The HR Manager will investigate the complaint, gather relevant information, and may interview involved parties. All investigations should be completed within 6 weeks of receipt. A final written response will be issued within 8 weeks, outlining findings, actions taken, and the right to appeal.

Appeals

If the complainant is dissatisfied with the outcome, they may appeal in writing to the Chief Executive Officer within 14 calendar days of receiving the decision. The CEO will review the case independently and issue a final written decision within 4 weeks. The CEO's decision is final.

Data Protection and Safeguarding

Complaints involving personal data or safeguarding concerns will be handled in line with the organisation's Data Protection and Safeguarding policies. Participants, volunteers or third parties retain the right to contact the Information Commissioner's Office (ICO) if they believe data protection law has been breached.

Accessibility

Sport for Confidence is committed to ensuring the complaints process is accessible to all. Alternative communication formats (e.g., large print, easy read, interpreter support) are available on request.

Recording & Learning

All complaints are logged in the Complaints Register, including date, details, actions, and outcome. The HR Manager reviews trends and shares learning with the Senior Leadership Team to improve practice. Complaints will be compiled and shared quarterly at board and through the relevant sub committees.

Data Retention

Complaint records are securely stored for seven years in accordance with the Data Protection Policy.

Responsibilities

The HR Manager is responsible for receiving, investigating, and responding to complaints, maintaining the complaints register, and reporting trends to the Senior Leadership Team. The Chief Executive Officer handles appeals and ensures organisational learning.

Complaints Process Map

