



Complaints Policy and Procedure

ACADEMY ATHLETICS

CHRISTINE JUSTICE

Academy Athletics – Complaints Policy and Procedure

1. Introduction

Academy Athletics is committed to providing a high-quality, safe, and inclusive environment for all participants, parents, volunteers, and members of the community. We recognise that, on occasion, individuals may wish to raise concerns or make a complaint. This policy outlines how complaints can be made, how they will be handled, and the standards you can expect from us.

We take all complaints seriously and use them as an opportunity to learn, improve, and strengthen our services.

2. Purpose of the Policy

This policy aims to:

- Provide a clear and fair process for raising and resolving complaints
 - Ensure complaints are handled promptly, sensitively, and transparently
 - Protect the rights and wellbeing of all individuals involved
 - Support continuous improvement across Academy Athletics
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3. Scope

This policy applies to:

- Participants and their families
- Staff, volunteers, and trustees
- Members of the public engaging with Academy Athletics

Complaints may relate to (but are not limited to):

- Quality of coaching or activities
- Behaviour or conduct of staff, volunteers, or participants
- Safeguarding concerns (handled under separate safeguarding procedures)
- Accessibility or inclusivity issues
- Administrative or organisational matters

Safeguarding concerns must be reported immediately following the Safeguarding Policy and will not be processed through this general complaints procedure.

4. How to Make a Complaint

4.1 Informal Resolution

Where appropriate, concerns should first be raised informally with the relevant coach, staff member, or volunteer. Many issues can be resolved quickly and effectively at this stage.

If the issue cannot be resolved informally, or if the complainant feels uncomfortable raising it directly, a formal complaint may be submitted.

4.2 Formal Complaints

Formal complaints should be submitted in writing and sent to:

 **trustee@academyathletics.co.uk**

Please include:

- Your name and contact details
- Details of the complaint, including dates, people involved, and any supporting information
- What outcome you are seeking

Anonymous complaints will be reviewed where possible, but may limit our ability to investigate fully.

5. How We Handle Complaints

5.1 Acknowledgement

We will acknowledge receipt of your complaint within **5 working days**.

5.2 Investigation

A trustee or designated senior member of Academy Athletics will:

- Review the complaint
- Speak with relevant individuals
- Gather evidence where required

- Maintain confidentiality throughout

5.3 Response

A written response will be provided within **20 working days** of acknowledgement. If more time is required due to complexity, we will inform you and provide an updated timeline.

5.4 Outcomes

Possible outcomes may include:

- An explanation or clarification
 - An apology
 - Changes to policies or procedures
 - Staff or volunteer training
 - Mediation or facilitated discussion
 - No further action (with explanation)
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6. Appeals Process

If you are not satisfied with the outcome, you may request an appeal within **10 working days** of receiving the decision.

Appeals should be submitted to the Board of Trustees at:

 trustee@academyathletics.co.uk

A trustee not previously involved will review the complaint and investigation. A final decision will be provided within **20 working days**.

The decision of the Board of Trustees is final.

7. Confidentiality and Data Protection

All complaints will be handled in accordance with data protection legislation. Information will only be shared with individuals directly involved in investigating or resolving the complaint.

8. Monitoring and Learning

Academy Athletics will record and review complaints to:

- Identify patterns or recurring issues
- Improve services and policies
- Strengthen safeguarding and participant experience

Anonymised data may be shared with trustees as part of governance oversight.

9. Policy Review

This policy will be reviewed annually or sooner if required by changes in legislation, guidance, or organisational needs.

Table of Changes/Amendments/Updates

Date	Version	Amendments	Name
26.05.2026	1.0		C. Justice