



Complaints

At Planet Soccer/Sports7 we aim to work in partnership with parents to deliver a high-quality sports coaching for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed on our website. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The company Director Joe Sebo is usually responsible for dealing with complaints. If the complaint is about the Director, the registered person or other senior member of staff will investigate the matter. Any complaints received will be recorded on a **Complaints log**. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Club activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If the concerns have not been resolved at stage one within fifteen Provision days from the initial meeting / discussion with the provision manager, you can request appointment with the company director and/or a Stage 2 investigation to be carried out by company director as part of Stage 2 of the Complaints Policy. The Complainant must submit a Stage 2 formal complaint in writing to the Director within twenty Provision days from the initial meeting / discussion with the provision manager. Please provide us with as much detail as you can to help us investigate the complaint using the attached Complaint Form. The Director will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the company's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the company's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the school's Designated Safeguarding Lead, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Planet Soccer/Sports7 at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)
0300 123 4666 (complaints)