

## Prosports Solutions Ltd - Complaints Procedure

Prosports Solutions Ltd aims to offer the highest standards of service to those it serves and supports and is committed to continuous improvement. Feedback and constructive criticism are welcomed by phone, e-mail, letter or one-to-one communication.

Where members of the partnership, or others, are disappointed by levels of service or dissatisfied with isolated incidents we would hope to agree a way forward through informal discussion, making adjustment and improvement where necessary. Anyone wishing to discuss an issue informally should contact Richard Partridge, Managing Director by email: [r.partridge@prosports-solutions.co.uk](mailto:r.partridge@prosports-solutions.co.uk) or telephone 01268 207649

### Complaints

Any learner/employer accessing our services wishing to make a complaint can do so in person, by phone, by e-mail, or by letter.

#### **INFORMAL COMPLAINTS**

The most satisfactory way to resolve a complaint is often by direct discussion between the person who feels aggrieved and the person who seems to have given offence.

#### **FORMAL COMPLAINTS**

Even though the procedure is formal and may result in serious action against an offender if upheld, formal complaints will be dealt with in a sympathetic way, respecting the dignity of all concerned.

#### **Formal complaints**

Where a member of the partnership or a customer or other member of the public has a complaint, which they feel has not been resolved through informal means, or where the complaint is very serious, they may make a formal complaint as follows:

1. Put the full details of the complaint with as many facts as possible in a letter or e-mail addressed to Richard Partridge, Managing Director, Prosports Solutions Ltd, Sports Hall, Canvey Skills Centre, Meppel Avenue, Canvey Island, Essex SS8 9RZ. E-mail: [r.partridge@prosports-solutions.co.uk](mailto:r.partridge@prosports-solutions.co.uk)
2. The complaint will be recorded, and an immediate investigation undertaken in consultation with the relevant staff member/partners. If necessary, the instigator of the complaint may be contacted for more detail.
3. When the investigation has been completed the complainant will receive a formal response normally within five days outlining any action to be taken as a result, together with any apology where appropriate.

#### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to a member of the management team, who will review your complaint and speak to the member of staff who acted for you. The Delivery Manager will then invite you to a meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
3. Within three days of the meeting, the Delivery Manager will write to you to confirm what took place and any solutions s/he has agreed with you.
4. If you do not want a meeting or it is not possible, the Delivery Manager will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for an independent adviser, to review the Delivery Manager decision.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. We record the details of all complaints made and use these as part of our annual quality assurance process to identify improvements to our service

If we have to change any of the timescales above, we will let you know and explain why.

### **Tips for dealing with complaints for staff and customers**

To be effective in a resolution discussions should be:

- Calm, with no raised voices or inflammatory language
- Specific, with the grounds for complaint clearly stated and referring to the appropriate IWA policy
- Un-Confrontational, it may be that the offence, whilst real, was unintentional and a simple apology would suffice to lay matters to rest
- Constructive, seeking ways to avoid future difficulties
- An informal approach is most likely to work where the people concerned are of broadly equal status (for example, they are both learners) or they know each other well (for example, learner and tutor). The presence of a third person who is neutral in the dispute may help in its resolution. Where a complaint concerns a serious matter – violent bullying, racial abuse or discrimination by a member of staff against a learner, for example – it should always be dealt with formally.
- Even though the procedure is formal and may result in serious action against an offender if upheld, formal complaints will be dealt with in a sympathetic way, respecting the dignity of all concerned
- Discussions with those under the age of 18 must comply with the relevant Safeguarding Policy