



## Complaints Procedure

**Reviewed September 2020**

Amber Valley School Sport Partnership (AVSSP) is committed in its service provision to offer standards of the highest quality. Working to continually achieve this benchmark assists in the maintenance of quality assurance standards and compliance with regulatory requirements.

AVSSP aims to provide an efficient and effective service to all. However, whilst every care is taken to ensure high quality standards, we acknowledge that there may be occasions where we fall short of expectations and individuals are not completely satisfied. One of the ways in which we can continue to improve our service is by listening and responding to the views of our participants and partners, and in particular responding positively and putting mistakes right.

### **Policy aim and purpose**

AVSSP is committed to providing individuals directly affected by our services with the opportunity to provide feedback on whether or not standards have been met. Our partners must have confidence that they will be listened to, therefore all feedback received, both positive and negative, will be acknowledged. All expressions of dissatisfaction received will be treated as a complaint.

The aim of this policy is to provide a clear and structured process which highlights who can make a complaint (the complainant), how they can make a complaint and what AVSSP will do to seek a resolution to the complainant's satisfaction.

Therefore AVSSP aims to ensure that:

- Making a complaint is as easy as possible
- Complaints are treated as a clear dissatisfaction with our service
- The right response is provided, i.e. an explanation, apology or action taken
- Complaints are reviewed to improve service

### Definition of a complaint

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by AVSSP, a member of its staff or a representative, affecting a participant(s) or partner organisation. Complaints may relate to a failure on the part of AVSSP to perform to an agreed or reasonable standard.

Dissatisfaction may be associated with the service provided or with the way an individual perceives to have been treated by an AVSSP member of staff or representative, which may or may not be justified or associated with professional misconduct.



## Equality of access and treatment

Through publication of this policy on the AVSSP website, and through other means, individuals can access information about complaints procedures. We are committed to ensuring all individuals have equal access to this information and the opportunity, where possible, to communicate with us in any way.

## Who can make a complaint?

Complaints can be made by an individual person/group of persons or partner organisation (who have received, been adversely affected by or have witnessed the cause of dissatisfaction) or someone acting on behalf of the customer (referred to as third parties).

Customers wishing to raise dissatisfaction must address their concern directly to the AVSSP Office.

## Complaint Procedure

### Stage 1

#### Informal Complaint

Often a grievance can be dealt with very swiftly without going through a more formal process. This informal stage can be done verbally, the informal complaint will be dealt with within 5 working days. Although at an informal stage, the complaint will be dealt with very seriously and investigated thoroughly. If the complainant is not satisfied at this stage the complaint may then escalate to a more formal complaint stage 2.

### Stage 2

#### Formal complaint

If a complaint is raised verbally by a customer, they are asked to provide their comments in writing to ensure the issue can be passed to the relevant member of staff. The majority of complaints are raised with the reception and front of house members of staff, the issues normally requires a response from a more senior member of staff. Complaints can be made in writing directly to the relevant party; if the complaint is addressed to the [info@avssp.co.uk](mailto:info@avssp.co.uk) email address then it will be passed on to the relevant member of staff. When submitting a complaint, the complainant should provide the following:

- Name and contact information
- Full details of the complaint i.e. the cause of dissatisfaction with operations, actions or behaviour
- All supporting information i.e. relevant documentation, dates, locations, any witnesses
- Details of any previous attempts to resolve the identified dissatisfaction
- What action or response they seek to resolve the dissatisfaction



## Stage 3

### **Complaint Escalation**

We recognise that most individuals who are dissatisfied will want a problem to be addressed as quickly as possible.

The Office Administrator will acknowledge the complaint in writing within two working days of receipt; record details on the complaints register and begin investigations into the cause of dissatisfaction. AVSSP will identify an appropriate member of senior management to review the complaint for further investigation. Acknowledgement of further investigation will be provided to the complainant in writing within two working days of receipt of the complaint.

The member of senior management will conduct a further investigation into the cause of dissatisfaction. Upon cessation of investigations, the member of senior management will communicate directly with the complainant and provide an explanation or resolution. This will be communicated to the complainant within 7 working days of receipt of the complaint. The duration of further investigation will depend on the nature and severity of the complaint and at this stage, the complexity of the response required. In some cases the investigation may take longer and in such instances, the complainant will be notified of the revised timescale.

Contact details for the complaints manager

Post: Sue Pacey, Amber Valley School Sport Partnership, Swanwick School and Sports College, Hayes Lane, Swanwick, Derbyshire, DE55 1AR

Telephone: 01773 417204

Email: [sue@avssp.co.uk](mailto:sue@avssp.co.uk)

Monitoring and review

This policy and its procedures will be reviewed annually to ensure that it remains fit for purpose, reflects the types of conflicts of interest that may arise and how those conflicts are managed. The next policy review will take place in September 2021.