



KICKSTART COACHING UK LTD

COMPLAINTS POLICY

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WHY DO WE HAVE A COMPLAINTS POLICY?

AS A COMPANY WE WELCOME ANY FORM OF FEEDBACK INCLUDING COMPLAINTS, AS WELL AS COMMENTS, SUGGESTIONS AND CONSTRUCTIVE CRITICISM. THIS POLICY COVERS COMPLAINTS ONLY.

COMMENTS, COMPLAINTS AND SUGGESTIONS ARE WELCOME THROUGH THE FOLLOWING:

- YOU CAN SHARE THOUGHTS VIA OUR FEEDBACK FORM, AVAILABLE ON OUR WEBSITE.
- IN PERSON BY TALKING WITH THE RELEVANT MANAGER, TEAM OR SERVICE STAFF.
- BY EMAILING OUR COMPLAINTS ADDRESS – COMPLAINTS@CHILDRENSOCIETY.ORG.UK
- VIA TELEPHONE TO OUR COMPANY DIRECTORS – 07739089869
- VIA ALL OF OUR SOCIAL MEDIA PAGES

MORE INFORMATION AND OPTIONS TO CONTACT US ARE AVAILABLE ON OUR WEBSITE.

WHILST KICKSTART COACHING UK LTD AIMS TO ENSURE 100% POSITIVE FEEDBACK, WE ACKNOWLEDGE THAT THIS MAY NOT ALWAYS BE THE CASE. IF WE BELIEVE WE HAVE MADE A MISTAKE, WE WILL FIRSTLY ACKNOWLEDGE AND RESPOND TO IT. WE WILL EXPLAIN WHY/HOW WE BELIEVE THE MISTAKE HAS BEEN MADE AND EXPLAIN HOW WE WILL RECTIFY THIS MISTAKE TO ENSURE IT DOES NOT OCCUR AGAIN, AS WELL AS EXPRESSING OUR UPMOST APOLOGIES FOR THE SITUATION. THIS APPLIES TO ANY INDIVIDUALS INVOLVED OR CONNECTED TO KICKSTART COACHING UK LTD. WE WILL ALSO PROVIDE THE INDIVIDUAL(S) INVOLVED IN THE MISTAKE ALL OF THIS INFORMATION IN WRITING.

KICKSTART COACHING UK LTD HAVE A POSITIVE OUTLOOK ON COMPLAINTS AND CONSTRUCTIVE CRITICISM AS WE BELIEVE IT PROVIDES US WITH AN OPPORTUNITY TO GET IMPROVED. WE ARE COMMITTED TO LEARNING AND ARE CONTINUOUSLY LOOKING TO IMPROVE. WE USE ALL INFORMATION GATHERED THROUGH OUR COMPLAINTS POLICY TO REFLECT, LEARN, MONITOR AND IMPROVE OUR OVERALL PERFORMANCE.

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WHO CAN COMPLAIN USING THIS POLICY?

THIS POLICY IS INTENDED FOR EVERYONE WHO IS CONNECTED TO KICKSTART COACHING UK LTD IN ANYWAY, SUCH AS PARTICIPANTS, VOLUNTEERS, PARTNER SCHOOLS, PARENTS / CARERS AND SUPPORTERS / VISITORS.

ANYONE INVOLVED WITH KICKSTART COACHING UK LTD WILL BE ADVISED ON OUR POLICY PROCEDURE PRIOR TO THE START OF ANY SESSIONS.

IF YOU DO NOT WANT TO MAKE A COMPLAINT YOURSELF, YOU CAN ASK A THIRD PARTY TO MAKE THE COMPLAINT ON YOUR BEHALF.

WHAT CAN YOU COMPLAIN ABOUT?

A COMPLAINT IS AN EXPRESSION OF DISSATISFACTION WITH ANY ASPECT OF THE WORK THAT KICKSTART COACHING UK LTD PROVIDES.

THIS POLICY SETS OUT HOW KICKSTART COACHING UK LTD INTENDS TO RESPOND TO COMPLAINTS. THIS PROCESS INTENDS TO BE CLEAR, FAIR, CONSISTANT AND TIMELY.

WHAT CONSTITUTES A SERIOUS COMPLAINT?

KICKSTART COACHING UK LTD DEFINES A SERIOUS COMPLAINT AS ONE THAT CAUSES SERIOUS HARM TO AN INDIVIDUAL(S) THAT COULD RESULT TO A POLICE MATTER / ILLEGAL INTENTIONS.

- SERIOUS HARM TO ANYONE INVOLVED OR ASSOCIATED TO KICKSTART COACHING UK LTD.
- KICKSTART COACHING UK LTD NOT FOLLOWING THE LAW, WITH DAMAGING CONSEQUENCES TO ITS REPUTATION AND PUBLIC TRUST.
- KICKSTART COACHING UK LTD UNLAWFULLY RECEIVING FINANCIAL BENEFITS.
- CRIMINAL, ILLEGAL OR TERRORIST ACTIVITY.

WHAT IS NOT COVERED IN THIS POLICY?

THIS POLICY IS NOT FOR KICKSTART COACHING UK LTD EMPLOYEES. STAFF WITH COMPLAINTS SHOULD FOLLOW THE RELEVANT POLICIES BELOW:

- WHISTLEBLOWING POLICY
- GRIEVANCE POLICY

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- SAFEGUARDING CHILDREN AND YOUNG PEOPLE
- SAFEGUARDING ADULTS AT RISK OF ABUSE
- MANAGING ALLEGATIONS OF ABUSE BY STAFF MEMBERS OR VOLUNTEERS
- HISTORIC ALLEGATIONS OF ABUSE POLICY

KEY PRINCIPLES OF THIS POLICY:

WE ENCOURAGE ALL PARTICIPANTS, PARENTS, CARERS, VOLUNTEERS, COACHING STAFF, PARTNER SCHOOLS AND ALL OTHER CUSTOMERS TO ADVISE US AS SOON AS POSSIBLE IF YOU ARE NOT HAPPY WITH ANY ASPECT OF OUR SERVICES. WE ENSURE TO TREAT ANYONE MAKING A COMPLAINT WITH DIGNITY AND RESPECT.

OUR COMPLAINTS POLICY AND PROCEDURES ARE CLEAR, OPEN AND HONEST. WE TAKE EXTRA CARE TO ENSURE THAT THE COMPLAINT PROCESS IS SIMPLE, STRAIGHTFORWARD AND EFFECTIVE, FOR EVERYONE ASSOCIATED WITH OUR SERVICES.

THROUGHOUT THE IMPLEMENTATION OF THIS POLICY AND PROCEDURE, KICKSTART COACHING UK LTD ENSURES THERE IS A FAIR, CLEAR AND CONSISTENT PROCESS WHICH IS HIGHLIGHTED IN 3 DIFFERENT STAGES FOR CONSIDERING COMPLAINTS, THIS INCLUDES IDENTIFYING A POINT OF CALL FOR THE PERSON MAKING THE COMPLAINT.

CONFIDENTIALITY WILL ALWAYS BE A TOP PRIORITY THROUGHOUT THE PROCESS. ONLY THE PEOPLE DIRECTLY DEALING WITH THE COMPLAINT WILL KNOW ABOUT IT.

IF YOU NEED ANY EXTRA SUPPORT MAKING A COMPLAINT, PLEASE GET IN TOUCH BY USING ANY OF THE CHANNELS LISTED IN THE OPENING SECTION OF THIS POLICY. WE WILL HELP TO NAVIGATE YOU TO THE CORRECT PERSON AND SUPPORT.

IF YOU WISH TO WITHDRAW YOUR COMPLAINT YOU CAN DO THIS AT ANY POINT BY CONTACTING YOUR DESIGNATED POINT OF CALL.

HOW TO MAKE A COMPLAINT:

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YOU CAN SHARE THOUGHT VIA OUR FEEDBACK FORMS, AVAILABLE FROM ALL OUR SERVICES AND ADDITIONALLY ON OUR WEBSITE.

IN PERSON, TALKING TO A RELEVANT KICKSTART COACHING UK LTD REPRESENTATIVE.

BY EMAILING OUR DIRECT COMPLAINTS EMAIL ADDRESS – INFO.KICKSTARTCOACHING@GMAIL.COM

VIA TELEPHONE TO OUR COMPANY DIRECTORS – 07739089869

VIA ANY SOCIAL MEDIA PAGE – KICKSTART COACHING UK

ANYONE ASSOCIATED TO KICKSTART COACHING UK LTD CAN MAKE A COMPLAINT USING THE METHODS ABOVE, ALL COMPLAINTS WILL FOLLOW THE SAME PROCESS.

MAKING SURE OUR COMPLAINTS POLICY IS EFFECTIVE:

WE WANT TO ENSURE THAT OUR COMPLAINTS POLICY IS AS EFFECTIVE AS POSSIBLE, KICKSTART COACHING UK LTD WILL MONITOR ANY COMPLAINT AND REVIEW ALL INFORMATION GATHERED THROUGHOUT THE PROCESS TO ENSURE ALL CORRECT PROCEDURES HAVE BEEN FOLLOWED.

ALL COMPLAINTS WILL BE LOGGED THROUGH A CENTRAL REGISTER, HELD BY KICKSTART COACHING UK LTD. HOWEVER, THIS CAN BE DISCARDED AT ANY STAGE AT THE REQUEST OF THE INDIVIDUAL MAKING THE COMPLAINT.

KICKSTART COACHING UK LTD 3 STAGE COMPLAINTS PROCEDURE

STAGE 1: LOCAL RESOLUTION

- WHENEVER POSSIBLE, COMPLAINTS WILL BE RESOLVED SWIFTLY AND INFORMALLY BY THE RELEVANT MANAGER, IF THE MANAGER IS INVOLVED IN THE COMPLAINT THEN AN IMPARTIAL 3RD PARTY WILL BE ASKED TO TAKE OVER THE COMPLAINT.
- WHENEVER A SAFEGUARDING CONCERN IS RAISED VIA A COMPLAINT, KICKSTART COACHING UK LTD SAFEGUARDING

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FRAMEWORK WILL BE FOLLOWED, A MEMBER OF THE TEAM WILL CONTACT YOU AS SOON AS POSSIBLE IF YOUR COMPLAINTS ARISES A SAFEGUARDING CONCERN.

- KICKSTART COACHING UK LTD AIMS TO RESOLVE ALL LOCAL RESOLUTION CASES WITHIN 10 DAYS AFTER THE COMPLAINT IS RECEIVED. IF FOR ANY REASON RESOLUTION TAKES LONGER THAT 10 DAYS A MEMBER OF OUR TEAM WILL CONTACT YOU AS SOON AS POSSIBLE IN REGARD TO WHY.

STAGE 2: APPEAL

- A RELEVANT INDEPENDENT STAFF MEMBER (APPOINTED BY THE DIRECTOR IN CHARGE OF THE WORK AREA) WILL BE ASSIGNED TO RESOLVE THE COMPLAINT APPEAL. THIS WILL INITIALLY INVOLVE CONSIDERING REASONS FOR THE APPEAL AND TO DECIDE IF FURTHER ACTION IS REQUIRED.
- IF AFTER REVIEW FURTHER ACTION IS REQUIRED AN INVESTIGATING OFFICER WILL BE APPOINTED. WE AIM TO COMPLETE THE INVESTIGATION AS QUICK AS POSSIBLE AND WILL KEEP YOU UPDATED CONSISTANLY THROUGHOUT THE PROCESS.
- ALL FINDINGS AND FINAL DECISION REGARDING THE APPEAL WILL BE GIVEN TO THE INDIVIDUAL IN WRITING .

STAGE 3: FINAL APPEAL

- IF YOU REMAIN UNSATISFIED BY THE OUTCOME OF THE STAGE 2 INVESTIGATION, YOU CAN TELL US IN WRITING UP TO 14 DAYS AFTER RECEIVING THE STAGE 2 DECISION.
- WE SILL ASSIGN A SENIOR MANAGER TO CONSIDER YOUR APPEAL AS SOON AS POSSIBLE.
- THE FINAL APPEAL STAGE WILL INVOLVE A REEVALUATION OF THE ORIGINAL COMPLAINT AND A REVIEW OF HOW KICKSTART COACHING UK LTD DELT WITH THIS SPECIFIC COMPLAINT .
- THE OUTCOME OF THE FINAL APPEAL WILL BR PROVIDED IN WRITING TO THE INDIVIDUAL INVOLVED.
- STAGE 3 FINAL APPEAL DECISIONS ARE FINAL.

OPTIONS AFTER APPEAL:

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WE MUST REMAIN ACCOUNTABLE, WELL RAN AND MEET OUR LEGAL OBLIGATIONS. THE LOCAL AUTHORITY WILL RECEIVE COMPLAINTS REALATED TO SUSPECTED SERIOUR ABUSE OR ILLEGAL ACTIVITY.

ANYONE WHO STILL FEELS UNSATIFIED BY THE OUTCOME OF THE APPEAL CAN REFER THEIR COMPLAINT TO THE VENUE / PARTNER SCHOOL (AFTER 4 WEEKS FROM MAKING THE INITIAL COMPLAINT).

CONFIDENTIALITY, GDPR AND DATA PROTECTION:

THIS POLICY COMPLIES WITH THE REQUIREMENTS OF THE EQUALITY ACT (2010) AND IS IN ACCORDANCE WITH KCIKSTART COACHING UK LTD COMMITMENT TO DIVERSITY AND INCLUTION.

INFORMATION ABOUT THE COMPLAINT WILL ONLY BE SHARED WITH PEOPLE RESOLVING THE COMPLAINT. RARLY INFORMATION MAY BE PASSED ON TO OTHER AUTHORITIES TO HELP WIITH THE OUTCOME, DEPENDING ON THE SEVERETY OF THE COMPLAINT. HOWEVER, THE INDIVIDUAL MAKING THE COMPLAINT WILL BE INFORMED CONSISTANTLY THROUGHOUT THE PROCEDURE.

AFTER A COMPLAINT IS RESOLVED, WE WILL KEEP A SUMMARY RECORD USNG RELEVANT DATA PROTECTION PROTOCOLS. IF YOU USE OUR SERVICES AND HAVE A FILE THE COMPLAAINT RECORD WILL BE PLACED ON YOUR FILE.