Complaints Policy

Approved by:	**Tom Humphreys (Director) 07795546455**
Last Reviewed on:	**11/03/2026**
Next Review Due:	**11/03/2027**

1. Purpose

We aim to provide safe, enjoyable, and well-organised sports and adventure holiday camps, school provision & events for all participants. We value feedback from parents, carers, staff and participants and take all concerns seriously. This policy explains how complaints can be raised and how they will be handled fairly and promptly.

2. Scope

This policy applies to complaints made by participants, adults, schools, children staff about the services provided by PSG, including activities, planning, provision, communication, staff conduct, or organisation.

Complaints related to **child safeguarding or allegations against staff** will be managed separately under the **Staff Allegations and Safeguarding Policy**.

3. Informal Concerns

We encourage participants, parents or carers to raise any concerns as soon as possible so they can be resolved quickly.

Concerns can be raised by speaking directly with **coaches/staff, Camp Manager, leadership or director.**

We hope and encourage most issues to be resolved informally through discussion.

4. Formal Complaints

If a concern cannot be resolved informally, a formal complaint may be made.

Formal complaints should:

- Be submitted in writing (email or written letter)
- Include the details of the concern
- Include dates, details, times, and names of those involved where possible

Complaints should be sent to:

Camp Manager **info@primarysportsgiants.co.uk**

Or Director **tom@primarysportsgiants.co.uk**

5. Complaints Procedure

Stage 1 – Acknowledgement

- The complaint will be acknowledged within **3 working days**.

Stage 2 – Investigation

- The Camp Manager or director will review the complaint and may speak with staff involved and any relevant witnesses or participants.
- All complaints will be handled fairly and confidentially.

Stage 3 – Response

- A response will normally be provided within **10 working days** of receiving the complaint.
- The response will explain the outcome and any actions taken.

6. Possible Outcomes

Following an investigation, outcomes may include:

- An explanation or clarification
- An apology
- Changes to procedures or practices
- Additional staff training where appropriate

7. Confidentiality

All complaints will be handled confidentially and only shared with those directly involved in resolving the issue.

8. Record Keeping

A written record of all formal complaints and outcomes will be kept securely by the management team on the **google drive under Incidents Reports.**

9. Continuous Improvement

Complaints are reviewed to help improve the quality, safety, and organisation of Primary Sports Giants. Feedback is valued and used to improve our services.

10. Review of Policy

This policy will be reviewed annually to ensure it remains effective and up to date.