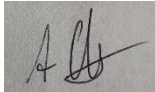


**KICK-OFF SPORTS FEEDBACK AND COMPLAINTS POLICY AND PROCEDURE**

Approved •

Signature



• Name & Position Adam Clements

Review due date: 30/4/2025

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12. 6 Page | 2 1. PURPOSE OF THIS DOCUMENT
13. 1.1 This Complaints Policy and Procedure is available to all upon request. A complaints leaflet is given to the learner at induction, which shares the complaints procedure in a way that is accessible and user-friendly for each learner.
14. 1.2 Sections 2 to 6 set out our approach to receiving feedback and complaints about the service Kick-Off Sports provides and how we will respond to any complaints. It sits alongside our approach to ensuring the quality of our practice and the quality of learners' experiences at Company name, and so any feedback, representations or complaints are always welcomed.
15. 2. OTHER KEY GUIDANCE 2.1 This policy ensures adherence to KCSIE. It should be read alongside the safeguarding policy and procedures, the positive behaviour policy and the managing allegations and low-level concerns policy.
16. 2.2 Kick-Off Sports responds to complaints modelled on the structured response outlined in the national guidance 'Getting the Best from Complaints', statutory guidance which was issued in 2006 Children's social care: getting the best from complaints - GOV.UK (www.gov.uk). 2.3 It is vital to note that a complaint is different from an allegation against a member of staff. At Kick-Off Sports we explain to the learners and their families that they can make a 'complaint' when they think something has gone

wrong with what we do as a service. Examples of complaints at Kick-Off Sports might include:

- Failure to provide a service, or not being happy with the admission process
- Inadequate quality or standard of service
- Dissatisfaction with one of our policies or its impact on the individual
- Failure to properly apply law, procedure or guidance when delivering services
- Failure of administrative processes
- Delays in service provision
- Treatment by or attitude of a member of staff (although not of a safeguarding nature)
- There is a disagreement about a decision made
- Poor service which falls below agreed standards – e.g., too many changes of tutor
- Activities starting late
- Staff not arriving as agreed

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### 2.4 We are aware, however, that safeguarding concerns can arise from something that is initially raised as a complaint and so we are vigilant in gathering the information accurately in order to identify the best course of action. There are some situations where a complaint is made that once a member of staff has discussed it with the learner, young person, their family and or the learner's social worker, are expressions of dissatisfaction about something that can be changed immediately and the problem solved, rather than being a complaint. We may use our restorative approach to hold conversations between the learner, their parent/carer and appropriate Kick-Off Sports staff members

## 3. Kick-Off Sports POLICY PRINCIPLES REGARDING FEEDBACK AND COMPLAINTS BY LEARNERS AND LEARNERS' PARENTS/CARERS

### 3.1 All staff and volunteers are trained and aware of how we aim to practice with learners and our values in this respect are laid out below, through our policies and code of conduct;

- We wish to promote open communication and will encourage and offer regular opportunities to gain feedback from learners their parents or carers and other professionals involved.
- We emphasise that being able to hear any concerns, however minor, supports the staff at NMF to make improvements or do something differently or better.
- We welcome feedback and comments – positive or negative – so we can be responsive to them and clear as to how we have acted upon them.
- We appreciate that it can be difficult for learners, parents and other professionals to say that they are unhappy about what is happening. They are always free to voice any concerns to any member of staff, who will ensure that the concerns are passed on to the most relevant senior member of staff who will be responsible for ensuring that it is reported to the CEO where necessary.
- We will establish and agree with any person making a comment, offering feedback or making a complaint as to how the complaints procedure will apply.
- All learners attending NMF should be genuinely able to raise concerns and make suggestions for changes and improvements, which are taken seriously.

Kick-Off Sports attempts to resolve any situations in a timely way and will keep the learner, young person, parent /carer or professional informed at every stage of our response. Our priority is always to resolve the complaint to the satisfaction of the learner, young person and family at the earliest possible opportunity.

- We will also ensure that a learner or young person can also access an independent advocate should that be appropriate for their situation.
- No person who is the subject of a complaint should take any part in its consideration or investigation, except at the informal resolution stage if the registered person considers it appropriate.

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### All learners will:

- Be heard by the staff team
- Be reassured by the staff team that they will be taken seriously
- Will have their complaint acted upon
- Be given support throughout
- Be kept informed throughout

### 3.2 Learners will be provided names and telephone numbers of organisations who can help them independently if they are dissatisfied e.g. Ofsted, or the NSPCC. They can also make complaints to other professionals, who will be aware of this

policy. 4. THE COMPLAINTS PROCEDURES: WHAT HAPPENS AFTER A COMPLAINT IS MADE

4.1 Timescales All complaints should be acknowledged within 1 working day by the Area manager /Site manager/CEO/Tutor at Kick-Off Sports, or the Trustees if the complaint is regarding the CEO. A full response should normally be given within 14 working days of the investigation commencing. This may be extended to a maximum of three months if necessary, however any extended timescale will be negotiated with the complainant or their advocate or representative.

4.2 How are complaints made and how are they recorded In the first instance, wherever possible, the complaint should be raised by the student/parent/carer/representative to their tutor so that it can be discussed, and support sought by the tutor from their line manager if required. This may be done verbally, in writing or via email (copies of which, regardless of outcome or escalation must be forwarded to the area manager for storage on the SCR). If a solution cannot be agreed the report must be put into written form (letter or email) and sent directly to the area manager for consideration who will confirm receipt in line with timescales outlined above and inform on next steps. If the complaint is about the tutor, learners all have direct contact information for their tutor's line managers from the point of enrolment and contact must then be made by the complainant with them in the first instance. If the complaint is about a manager, contact details for the CEO – John Evans, john.evans@newmeaning.co.uk are available and to be passed on to address. All complaints will be stored on the SCR (Single Central Record) accessible only by the SLT (Senior Leadership Team) for a minimum of 12 months. Page | 5

4.3 **Our three stage response**

- **Stage one:** Informal complaint
- **Stage Two:** Investigation
- **Stage Three:** Kick-Off Sports internal panel, including trustees

4.4 Stage One – Informal Stage – Exploration and possible resolution If the initial representation is not taken as feedback and logged as a complaint, the complainant or their representative should detail in written form the complaint confirming it as thus with the staff member to receive it. The staff member should then follow the process outlined above. The manager will then acknowledge receipt of the complaint and confirm it as a complaint rather than an allegation or a safeguarding concern within 1 working day. They will then seek to meet with the complainant and or their representative at the earliest opportunity within three working days to discuss and complete the NMF complaint form with the complainant before deciding the next course of action. If a resolution can be sought at this point, then this will be noted on the Complaints form and logged in the Complaints section of the SCR. Wherever possible, complaints are discussed at an informal level with the Manager in the hope that they can be resolved as quickly as possible, minimising the anxiety of the young person or persons making the complaint.

4.5 Stage Two – Investigation of the complaint Unless the complaint is against the CEO, it is the CEO who will lead any investigation with the support of the Area Manager. The Kick-Off Sports trustees will respond to with the complaint if the complaint involves the CEO. Any members of staff that were known to be involved in the reason for the complaint will be interviewed as part of the investigation. The investigating manager will also examine records made of the practice or service that the complainant is concerned about and will inform the young person, their parents and carers and any other professionals with an interest in the welfare of the learner. The investigating staff member will provide updates on progress and the complainant will be informed, in writing, if there is any delay in the investigation. Following the investigation Kick-Off Sports will write to the complainant with the results of the investigation confirming the

action, if any, to be taken. The desired outcome at Stage Two is for the CEO and Area Manager to resolve the complaint to the satisfaction of all relevant parties, and to suggest individual Page | 6 outcomes for the complainant and service improvements to ensure that there is less likelihood of the situation arising again.

#### 4.6 Stage Three – Kick-Off Sports

If the complainant is not satisfied with the proposed resolution at Stage Two, the complainant has the right to appeal within twenty-eight days of the date specified to Kick-Off Sports who will nominate, as the organisational leads of Kick-Off Sports a panel consisting of:

- A senior operational manager
- An independent person with relevant experience
- And someone from the placing agency

They will meet as a panel to review all the recorded information and then, as a panel, with the complainant or their representative or advocate to discuss.

#### 5. USING COMPLAINT TO BRING ABOUT IMPROVEMENTS

At Kick-Off Sports, we keep a record of all complaints on our SCR—whether they have been resolved or are ongoing investigations. The CEO analyses and summarises the complaints we receive and offers assurance on our quality of practice in responding to them and in any investigations. This report forms part of our annual reporting to Kick-Off Sports and contributes to practice development and service planning. Kick-Off Sports train all staff, including any relief staff and volunteers to ensure that they are able to deal with feedback and understand the learning process. Kick-Off Sports use the representations and complaints procedure as a measure of performance and to improve the quality of practice and the quality of experience