





Team Clubs Complaints Procedure Policy

Purpose of the Policy

At Team Clubs, we are committed to providing a safe, professional, inclusive, and high-quality experience for all children and families attending our holiday clubs. We value feedback and take all complaints seriously.









This policy outlines the procedure for raising concerns or complaints and explains how Team Clubs will respond fairly, consistently, and promptly.

Our aim is to:

-  Resolve concerns quickly and effectively
-  Maintain positive relationships with families
-  Learn from feedback to improve our services
-  Ensure all complaints are handled professionally and confidentially

1. What is a Complaint?





A complaint may relate to:

-  Staff conduct
-  Behaviour management
-  Health & safety concerns
-  Communication issues
-  Safeguarding concerns
-  Club organisation or activities
-  Policies or procedures
-  Any dissatisfaction with the service provided by Team Clubs

2. Informal Resolution

Where possible, concerns should first be raised informally with a member of the Team Clubs staff team. Many issues can often be resolved quickly through discussion and clarification.






Staff will aim to:

-  Listen carefully and respectfully
-  Understand the concern
-  Provide support or explanation
-  Resolve the matter promptly where appropriate

3. Formal Complaints Procedure

If the matter cannot be resolved informally, a formal complaint may be submitted.

Formal complaints should include:

-  The name of the child (where applicable)
-  Details of the complaint
-  Relevant dates or times
-  Any actions already taken
-  The outcome being sought

Complaints can be submitted by email to:

General Complaints:

info@team-active.co.uk

Or directly to:

Jake Welby – Director

jake@team-active.co.uk




4. Complaint Handling Process

Stage 1 – Acknowledgement

Team Clubs will acknowledge receipt of the complaint within **5 working days** where possible.

Stage 2 – Investigation




The complaint will be reviewed fairly and confidentially. This may include:

-  Speaking with staff members
-  Reviewing records or reports
-  Gathering additional information where necessary

Stage 3 – Outcome

A written response outlining the outcome of the investigation will normally be provided within **14 working days** where possible.

The response may include:

-  Findings from the investigation
-  Any actions taken
-  Recommendations or next steps

If additional time is required due to the complexity of the matter, the complainant will be informed.




5. Confidentiality

All complaints will be handled sensitively and confidentially.

Information will only be shared with individuals directly involved in investigating or resolving the complaint.

6. Safeguarding Concerns

If a complaint relates to safeguarding or child protection concerns:




-  Team Clubs safeguarding procedures will be followed immediately
-  Relevant authorities may be contacted where necessary
-  The welfare of the child will always remain the highest priority

Safeguarding concerns may be managed separately from the standard complaint's procedure where appropriate.

7. Unacceptable Behaviour

Team Clubs expects all communication regarding complaints to remain respectful and appropriate.





Aggressive, abusive, threatening, or discriminatory behaviour towards staff will not be tolerated and may result in:

-  Communication restrictions
-  Termination of services
-  Referral to appropriate authorities where necessary

8. Record Keeping

A written record of all formal complaints and outcomes will be maintained securely in accordance with data protection requirements.

Records will include:






-  Details of the complaint
-  Investigation notes
-  Actions taken
-  Final outcomes

9. Continuous Improvement

Team Clubs values feedback as an opportunity to improve our services, policies, and procedures. Complaints will be reviewed regularly to help identify trends, training needs, or areas for improvement.

10. Commitment to Families

At Team Clubs, we are committed to:

-  Listening openly and fairly
-  Treating concerns seriously
-  Responding professionally
-  Resolving issues wherever possible
-  Maintaining a safe and positive environment for all children and families