



# **Gosport Darts Academy**

## **Complaint Procedure**

Gosport Darts Academy (GDA) provides high quality services to all student members, potential members, parents/guardians and volunteers. We must take advantage of complaints. Complaints enable the GDA to improve services and offers an ideal opportunity to make changes and improvements.

Complaints should be seen as complaints against the GDA as a whole. However diligent and skilful coaches are, there will be times where the expectations of members, parents/guardians or the public are not met and they will complain.

Anyone has the right to complain.

### **When is it a complaint?**

The standard definition of a complaint is “any expression of dissatisfaction that needs a response”.

A complaint should be differentiated from any comment that is simply a request for advice, a suggestion or ‘grumble’. However, if in doubt a GDA coach or volunteer should refer to the Academy Director.

The Gosport Darts Academy’s complaints procedure does not apply when;

- The complaint is in regard to actions and/or decisions of another organisation, agency or body
- Matters dealt with under other policies or procedures such as;
  - Disciplinary policy
  - Criminal investigation
  - Child-safeguarding and welfare
- Where the complainant has already exhausted the complaints procedure laid out in this policy
- Where the complainant has already escalated their complaint

### **Responding to Complaints**

The responsibility to follow this procedure applies to all GDA coaches and volunteers.

A copy of the procedure will be made available to all GDA coaches and volunteers upon commencing work with GDA. It is the responsibility of the GDA to ensure all concerned understand and follow the complaints procedure.

This procedure relies on all coaches and volunteers playing their part in being open, fair, flexible and conciliatory in their approach to complaints.



All GDA coaches and volunteers are expected to;

- Act on complaints
- Treat complaints as confidential
- Listen to student members, parents/guardians and take their complaints seriously
- Treat all student members, parents/guardians fairly
- Provide advice and support to those wishing to complain
- Act upon the findings of complaints investigations

All GDA coaches and volunteers can expect the GDA to;

- Advise those who have been complained about
- Provide training in handling and receiving complaints, promoting the complaints procedure
- Advise coaches and volunteers on the outcomes of complaints.

### **Receiving Complaints**

Any GDA coach or volunteer may be approached by a complainant as the first point of contact. Complaints can be received online, by letter, e-mail, in person, via GDA social media channel or over the phone.

Information required;

- The complainants name, and contact information
- The name of the student they represent if the complainant is acting on their behalf
- Who or what they are complaining about – if they do not know the name, a detailed description to try and identify the person(s) involved would be helpful
- Where the incident took place
- A breakdown of the complaint, in to individual points if possible
- Possible resolution sought

GDA Coach or volunteers should accurately record when the complaint was received, by whom, and who it was passed to.

Where a complainant wishes to make an anonymous complaint, they should be informed that their concern will be recorded and considered, however, it is impossible for a complaints investigation to proceed without the GDA being able to verify who they are sharing information with.

As the first point of contact, GDA coaches or volunteers are in a crucial position to resolve some complaints quickly. There will be times when all a complainant seeks is an apology. If this can be identified and given, and the complainant is satisfied, the complaint can be closed and details passed to the Academy Director.

Complainants should be told;

- The Academy Director is available to discuss the procedures with the complainant further
- That they may not get the outcome that they want, but they will receive a full response
- That there is a 2-stage procedure



Identifying the complainants desired outcome is crucial to answering their complaint. Objectives tend to include;

- An apology
- An assurance that the GDA will response appropriately
- To ensure that the same set of circumstances do not occur again, if possible
- More information e.g. why a decision was made
- To be taken seriously, and their views acknowledged

### **The Complaints Procedure**

1. Complaint is received by the GDA, a GDA coach, or volunteer in any manner.
2. If received in person, a complaint form should be started to record the substance of the complaint, what action has been taken to resolve the complaint, and whether or not the complainant is satisfied with the outcome OR whether the complaint is to be escalated.
3. If the complaint is resolved at this stage, the complaint form should be passed to the Academy Director for filing.
4. If the complaint is to be escalated, the details should be passed to the Academy Director for further investigation
5. The Academy Director will acknowledge receipt of the complaint to the complainant, and outline their intended steps e.g. if they need to invoke the investigation procedure.
6. The Academy Director will also provide a written copy of this complaints procedure to the complainant.
7. Every effort will be made to resolve the complaint as speedily as possible, ideally within 28 days. If this is not going to be possible, the Academy Director should inform the complainant and keep them uGDated.
8. The Academy Director will outline the final response to the complaint, and provide a copy of the response in writing.
9. The response to the complainant will also be recorded and filed appropriately
10. Any actions resulting from the complaint response will be completed as quickly as is possible.
11. If the complainant is dissatisfied with the provided response, the process has been exhausted. Consideration should be made as to how the matter can conclude and what the next steps may be. Complaints should be escalated within 28 days of receiving the final response from the Head of Gosport Darts Academy. Failure to do this will result in the complaint case being marked as closed, and satisfaction with the final response assumed.

If complaints are escalated, the Gosport Darts Academy may be called upon to share any and all documentation they have relating to the complaint further.