



## **Complaints Policy**

The majority of issues raised by parents, the community or young people, are concerns rather than complaints. PMACTIVE is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the club's formal complaints procedure. For the club to be able to investigate a complaint, it needs to be made within six months of the incident occurring.

The prime aim of the PMACTIVE complaint policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the club.

The following details outline the stages that can be used to resolve complaint.

### **PMACTIVE complaints policy has 3 main stages.**

In summary they are as follows: -

- Stage 1 – A concern is raised informally with a staff member.
- Stage 2 – Formal complaint is heard by the responsible leader or an appropriate member of staff of an activity.
- Stage 3 – Complaint is heard by the Welfare Officer

#### **Stage 1 – Raising a concern.**

Concerns can be raised with PMACTIVE at any time and will often generate an immediate response, which will resolve the concern. On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response within a day or two. Most concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please email PMACTIVE within 10 working days and state what you would like PMACTIVE to formally investigate your concern.

**Stage 2 – Complaint heard by the Responsible Leader or by an appropriate staff member.**

Formal complaints shall be put in writing and addressed to PMActive management. The complaint will be logged, including the date it was received. PMActive will normally acknowledge receipt of the complaint within 2 working days of receiving it. In many cases this response will also report on the action PMActive has taken to resolve the issue. Alternatively, a meeting may be convened to discuss the matter further. This meeting will normally take place within 10 working days. The aim will be to resolve the matter as speedily as possible. However, if you are not satisfied with the result at stage 2 please email PMActive within 10 working days of getting our response. You will need to tell PMActive why you are still not satisfied and what you would like us to do.

**Stage 3 – Complaint heard by the Welfare Officer**

If the matter has not been resolved at Stage 2, the welfare officer will arrange for a further investigation. Following the investigation, the welfare officer will normally give a written response within 10 working days.