



Complaints and Compliments Policy

Purpose

PMACTIVE is a Community Interest Company committed to providing safe, inclusive and high-quality mentoring, sports coaching, youth activities and community services.

We welcome feedback from children, young people, parents, carers, partner organisations and members of the community. We recognise that concerns and complaints provide an opportunity to review our services, learn from feedback and make improvements.

The purpose of this policy is to ensure that all complaints are handled fairly, consistently, sensitively and as quickly as possible.

Concerns and Complaints

Many issues raised by parents, carers, young people or members of the community are concerns rather than formal complaints. PMACTIVE encourages concerns to be raised at the earliest opportunity so that they can be addressed quickly and informally wherever possible.

A concern may often be resolved through discussion with a member of staff, clarification of information or an agreed action.

However, depending on the nature of the issue, or where the person raising the concern remains dissatisfied, the formal complaints procedure may be followed.

To enable PMACTIVE to properly investigate a complaint, complaints should normally be submitted within six months of the incident or concern occurring.

The aim of this policy is to resolve complaints fairly and promptly while ensuring all parties are treated with respect.

Who Can Make a Complaint?

A complaint may be made by:

- A child or young person attending our activities.
- A parent or carer.
- A family member or representative acting on behalf of a young person.
- A school, referral partner or organisation working with PMACTIVE.
- A member of the local community.
- A staff member or volunteer.

How to Make a Complaint

Complaints can be made:

- Verbally to a member of the PMACTIVE Management team.

- By email.
- In writing.
- Through a parent, carer, advocate or trusted adult.

PMAActive will make reasonable adjustments to support individuals who may require additional assistance to make a complaint, including children, young people or individuals with disabilities.

PMAActive recognises that children and young people may need support to share concerns. Children and young people will be supported to express their views in a way that is appropriate to their age, understanding and communication needs.

Where a complaint is made verbally, a written record will be created to ensure the details are accurately captured.

Confidentiality

All complaints will be handled sensitively and confidentially. Information relating to a complaint will only be shared with individuals who need to know to investigate, manage or respond appropriately.

Complaint records will be stored securely and managed in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and PMAActive's Data Protection Policy.

Staff and Volunteer Responsibilities

All PMAActive staff and volunteers have a responsibility to promote a positive, respectful and inclusive environment and to respond appropriately when feedback, concerns or complaints are raised.

Staff and volunteers must:

- Listen respectfully to children, young people, parents/carers and visitors who raise concerns.
- Treat all complaints seriously and avoid dismissing concerns.
- Report complaints or concerns to PMAActive Management in line with this policy.
- Maintain confidentiality and only share information with those who need to know.
- Avoid investigating complaints involving themselves or individuals where there may be a conflict of interest.
- Record relevant information accurately and promptly.
- Cooperate fully with complaint investigations.
- Continue to treat all individuals fairly and respectfully throughout the complaints process.

Staff and volunteers must never:

- Discourage someone from raising a concern.
- Treat someone unfairly because they have made a complaint.
- Promise a particular outcome before an investigation has taken place.

- Discuss complaints with other children, young people, families, staff or volunteers unless authorised.

Safeguarding Complaints

Any complaint or concern relating to the safety, welfare or protection of a child or young person will not initially be managed through the standard complaints procedure.

These concerns will be dealt with immediately under PMActive's Safeguarding and Child Protection Policy and referred to the Designated Safeguarding Lead (DSL).

Examples include concerns relating to:

- Abuse or neglect.
- Bullying or harm.
- Unsafe practices.
- Inappropriate behaviour towards a child or young person.
- Concerns that a child or young person may be at risk.

Where required, concerns will be referred to the appropriate external safeguarding authorities.

Complaints About Staff, Coaches, Mentors or Volunteers

PMActive recognises that complaints may occasionally relate to the conduct, behaviour or actions of a member of staff, coach, mentor or volunteer.

All complaints relating to staff, coaches, mentors or volunteers will be taken seriously and investigated fairly, confidentially and without prejudice.

Examples may include:

- Concerns about communication or professionalism.
- Concerns about behaviour during sessions.
- Concerns about the quality or suitability of support provided.
- Concerns about failure to follow PMActive policies or procedures.

Complaints about a member of staff, coach, mentor or volunteer should be directed to PMActive Management or the Welfare Officer rather than the individual involved.

The person responsible for investigating the complaint will ensure:

- The complaint is recorded.
- Relevant information is gathered.
- The person involved has an opportunity to respond.
- Appropriate action is taken where concerns are upheld.
- The complainant receives an outcome wherever possible, while respecting confidentiality.

Allegations Against Staff or Volunteers Relating to Safeguarding

Where a complaint involves an allegation that a member of staff, coach, mentor or volunteer has:

- Harmed or may have harmed a child or young person.
- Behaved in a way that indicates they may pose a risk to children.

- Committed a criminal offence relating to a child or young person.
- Behaved in a way that breaches safeguarding expectations.

The matter will not be managed through the standard complaints procedure.

The concern will be immediately referred to the Designated Safeguarding Lead (DSL) and managed in accordance with PMActive Management's Safeguarding and Child Protection Policy.

This may include referral to external safeguarding agencies, Local Authority Designated Officer (LADO) procedures or other appropriate authorities where required.

Where a complaint relates to the Welfare Officer or Designated Safeguarding Lead, the complaint will be reviewed by an alternative senior person nominated by PMActive Management.

Formal Complaints Procedure

PMActive Management operates a three-stage complaints process.

Stage 1 – Informal Resolution

Concerns should initially be raised with a member of the PMActive Management team. Many concerns can be resolved quickly through discussion and appropriate action.

Where further investigation or discussion is required, PMActive Management will aim to provide an informal response within two working days wherever possible.

If the person raising the concern remains dissatisfied, they may request that the matter progresses to Stage 2.

Requests to progress to Stage 2 should normally be made within 10 working days of receiving the Stage 1 response.

Stage 2 – Formal Complaint

Formal complaints should normally be submitted in writing and addressed to PMActive Management.

The complaint will be logged and will include:

- Date received.
- Details of the complaint.
- Person responsible for investigating.
- Actions taken.
- Outcome.

PMActive Management will acknowledge receipt of the complaint within two working days.

A full response will normally be provided within 10 working days.

If further investigation is required, the complainant will be informed of the reason for the delay and provided with an updated timescale.

A meeting may be arranged where appropriate to discuss the complaint and possible resolution.

If the complainant remains dissatisfied, they may request escalation to Stage 3 within 10 working days of receiving the Stage 2 response.

Stage 3 – Review by Welfare Officer

Where a complaint remains unresolved, the Welfare Officer will undertake a review of the complaint.

The Welfare Officer will consider:

- The original complaint.
- Information gathered during the investigation.
- Responses provided.
- Actions already taken.
- Whether procedures were followed correctly.

The Welfare Officer may:

- Speak with relevant individuals.
- Request further information.
- Make recommendations for improvement.

A written response will normally be provided within 10 working days.

Where the complaint relates to the Welfare Officer, an alternative senior person will undertake the review. The decision at Stage 3 represents the final stage of PMAActive internal complaints procedure.

Anonymous Complaints

PMAActive will consider anonymous complaints where sufficient information is provided to allow an investigation.

However, it may not always be possible to provide a detailed response where the complainant cannot be contacted.

False or Malicious Complaints

PMAActive recognises that complaints made in good faith should never result in disadvantage. Where a complaint is found to have been deliberately false, abusive or malicious, appropriate action may be considered.

Learning From Complaints

All complaints will be reviewed to identify improvements to:

- Services provided.
- Policies and procedures.
- Staff training.
- Safeguarding practice.
- Participant experience.

Learning from complaints will be used to continually improve PMActive's services.

Compliments and Positive Feedback

PMActive welcomes compliments and positive feedback from children and young people, parents/carers, partner organisations and members of the community.

Positive feedback helps PMActive recognise good practice, celebrate the achievements of staff and volunteers, and identify what is working well.

Compliments may be received:

- Verbally.
- By email.
- In writing.
- Through feedback forms or surveys.
- Through partner organisations.

Where appropriate, compliments may be shared with staff and volunteers to recognise their contribution and support ongoing development.

Feedback received will be reviewed alongside complaints and concerns to help PMActive understand the experiences of children, young people and families and continue improving its services.

Records and Monitoring

A record will be maintained of all formal complaints, including:

- Date received.
- Nature of the complaint.
- Investigation undertaken.
- Outcome.
- Actions taken.

Records will be stored securely and retained in line with PMActive's Data Protection and Retention Policies.

Related Policies

- Safeguarding Children and Young People Policy
- Managing Allegations Against Staff and Volunteers Policy
- Equality, Diversity, Inclusion and Anti-Discrimination Policy
- Data Protection, GDPR and Confidentiality Policy
- Positive Behaviour and Relationships Policy
- Staff and Volunteer Code of Conduct

Policy Review

This policy will be reviewed annually or sooner if there are changes to legislation, safeguarding guidance, organisational structure or working practices.

Policy Reviews:

Policy Written: April 2024
Reviewed: September 2025
Reviewed: September 2026