



## **Complaints and Compliments Policy**

**Providers are responsible for ensuring they follow the current version of the framework for their provider type.**

At Elite SF, we strive to provide the highest quality of care and education for our children and families and believe that all parents are treated with care, courtesy, and respect.

We always hope that parents are happy and satisfied with the quality and service provided, and we encourage parents to voice their appreciation to the coaches concerned and/or management. We record all compliments and share these with coaches.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Concerns will be dealt with professionally and promptly to ensure that:

- Any issues arising from them are handled effectively.
- The welfare of all children is maintained.
- Ongoing cooperative partnership with parents is enabled.
- The quality of the nursery is continually improved.

We have a formal procedure for dealing with complaints where we cannot resolve a concern. Where any concern or complaint relates to child protection, we follow our **Safeguarding Children and Child Protection Policy**.

## **Internal Complaints Procedure**

### **Stage 1**

If any parent should have cause for concern or any queries regarding the sessions provided by Elite SF, they should first take it up with a manager.

If this is not resolved, we ask them to discuss it verbally with the manager.

### **Stage 2**

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, they must present their concerns in writing as a formal complaint to the Director of Elite SF.

The Director will:

- Investigate the complaint in relation to the fulfilment of Ofsted requirements.
- Report back to the parent within **5 working days**.
- Document the complaint fully, including actions taken and the outcome, in the **complaints log book**.

Most complaints are usually resolved informally at stage 1 or 2.

### **Stage 3**

If the matter is still not resolved:

- Elite SF will hold a formal meeting between the manager / Director, parent, and a senior Coach to ensure it is dealt with comprehensively.
- A record of the meeting will be made, documenting any actions.
- All parties present will review the accuracy of the record, sign to agree, and receive a copy.

This stage signifies the conclusion of the procedure.

### **Stage 4**

If the matter cannot be resolved to their satisfaction, parents have the right to raise the matter with **Ofsted**.

- Parents are made aware they can contact Ofsted at **any stage** of the complaints procedure.
- Information on how to contact Ofsted is displayed in the setting.

### **Ofsted:**

- Is the registering authority for Children's Sports coaching companies in England.
- Investigates complaints suggesting a provider may not meet registration requirements.
- Risk assesses complaints and may Elite SF for inspection if requirements are believed unmet.

## **Recording Complaints**

A record of complaints will be kept at the Elite SF office, including:

- Name of the complainant
- Nature of the complaint
- Date and time complaint received
- Action(s) taken
- Outcomes of investigations
- Information given to the complainant, including dated responses

Parents can access this record if they wish; however, all personal details relating to any complaint are stored confidentially and only accessible by the parties involved.

**Ofsted inspectors** have access to this record during visits to ensure actions have been appropriately met.

The record of complaints is made available to Ofsted on request.

We will follow this procedure for any other compliments and complaints received from visitors, where applicable.

## **Contact Details for Ofsted**

- **Email:** enquiries@ofsted.gov.uk
- **Telephone:** 0300 123 4666
- **More info:** [Ofsted's Role in Regulating Childcare](#)

## **Policy Review**

This policy is updated at least annually in consultation with staff and parents or after a serious incident.

## **Acknowledgement and Acceptance (BrightHR)**

All self-employed coaches and contractors engaged by Elite SF are required to read and acknowledge this Policy Breach Procedure, along with all associated policies, via the BrightHR system (or equivalent compliance platform used by the business).

Acknowledgement via BrightHR constitutes confirmation that the individual:

- Has read and understood the contents of this procedure
- Agrees to adhere to all company policies and standards
- Understands the consequences of policy breaches as outlined

Failure to complete policy acknowledgement may result in:

- Suspension of work allocation
- Removal from scheduled sessions until compliance is confirmed

The business reserves the right to rely on digital acknowledgement records as evidence of acceptance of terms and expectations.

**Adopted on:** 29<sup>th</sup> December 2025

**Signed on behalf of Elite SF:** J. Bartram

**Date for review:** 29<sup>th</sup> December 2026