
Freestyle Wraparound Club – Complaints Policy

Reviewed August 2025

At Freestyle Wraparound Club, we believe open communication with parents, carers, children, and the wider community is essential to providing the best care and activities for the children who attend our clubs and camps.

We always aim to provide a high-quality service, but we recognise that there may be times when you wish to raise a question, concern, or complaint.

Our commitment when handling complaints

We will:

- Be impartial and respectful throughout the process.
- Investigate fully, fairly, and as quickly as possible.
- Address all points raised and provide a clear, timely response.
- Keep all matters confidential, sharing information only with those involved in resolving the complaint.
- Make lawful, reasonable, and fair decisions.
- Keep you informed of progress and timeframes.
- Maintain clear records of the complaint, actions taken, and final outcomes.

Complaints Procedure

Stage 1 – Informal Resolution

Raise your concern as soon as possible with the staff member leading the club or camp your child attended.

- You can also email mail@freestylesocceracademy.co.uk
- Many issues can be resolved quickly and informally at this stage.
If you are not satisfied with the outcome, you may escalate your concern to a formal complaint the same day.

Stage 2 – Formal Complaint

You can submit a formal complaint by:

- Emailing **mail@freestylesocceracademy.co.uk**

When making a formal complaint, please include:

- Dates, times, and details of the incident(s)
- Names of any witnesses
- Any supporting documents
- What you feel would be a fair resolution

A member of management will acknowledge your complaint within **72 hours** and begin an investigation.

- You may be asked for further details or invited to a meeting.
- A written conclusion will be sent by email (paper copies available on request).

If you remain dissatisfied, you may proceed to Stage 3.

Stage 3 – Meeting with the Manager

If you are not satisfied with the Stage 2 outcome:

- A meeting will be arranged with the manager handling your complaint.
- The Director will respond within **5 working days** of the meeting.
- You may attend with a companion (but legal representation is not encouraged).

During the meeting:

- All parties may present evidence or statements.
- The Director will listen to all views and decide on an appropriate resolution.
- If a decision cannot be made immediately, a follow-up meeting may be arranged.

Where relevant, changes to club procedures will be implemented to prevent similar issues.

Stage 4 – External Advice

If no resolution is reached, the Director may seek legal advice and liaise with our HR provider.

A mutually agreed meeting time will be arranged with all parties involved.

Withdrawing a Complaint

If you choose to withdraw your complaint, please confirm in writing, stating your reason. The Director will acknowledge the withdrawal in writing.

Persistent or Unreasonable Complaints

Most complaints are valid and will be taken seriously. However, a complaint may be considered unreasonable if the person:

- Repeats the same resolved issue without new evidence.
- Makes obsessive, persistent, or harassing contact.
- Pursues a valid complaint in an unreasonable way (e.g., refusing to engage with the process or timeframes).
- Seeks unrealistic or irrelevant outcomes.

In cases of aggression or violence, the police will be informed and individuals may be barred from the club site.

Malicious Allegations

Concerns raised in good faith will be respected, even if no wrongdoing is found.

If an allegation is proven to be deliberately false or malicious, the Director will consider disciplinary action or legal proceedings.

Recording & Confidentiality

- All complaints and actions taken will be recorded, including emails, letters, meeting notes, and phone logs.
 - Records will be stored securely and only viewed by those directly involved in resolving the issue.
 - Complaint records will be retained for **3 years**.
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By following this policy, we ensure that children are kept safe, parents understand their responsibilities, and the Club operates smoothly for everyone.
