



The MultiSports Group

change your game

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MULTISPORTS SCHOOL COMPLAINTS POLICY 2023

MultiSports is committed to providing good quality coaching, service and care for all its students and staff as well as towards family members and carers entering the premises to pick up or collect children or join in on open days. In order to ensure we do this to the best of our ability we have a procedure to deal with all complaints relating to MultiSports as an organisation. Complaints regarding community facilities or services that the school provides need to be directed directly to Dr Challoner's High School. This does not limit complainants to parents or carers of pupils registered at a school. A complainant could be a member of the wider community or representing an ex-pupil. The law also requires the procedure to be publicised. The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. MultiSports 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 MultiSports formal complaints procedure. The prime aim of the MultiSports 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. The following details outline the stages that can be used to resolve complaints.

The MultiSports complaints policy has four main stages.

In summary they are as follows: -

- Stage 1 (informal): concern heard by an appropriate staff member/principal
 - Stage 2 (formal): concern heard by Principal
 - Stage 3 (formal): concern heard by MSG Leisure Group Director
 - Stage 4 (formal): concern heard by Ofsted, RWA, Local Safeguarding Office.
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- Stage 1 – concern heard by staff member/Principal

Concerns can be raised with MultiSports 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. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are not satisfied with the result at stage 1, please write to or call the Principal within 10 school working days. MultiSports will then look at your complaint at the next stage.

Stage 2 – complaint heard by Principal

The Principal may delegate the task of collating the information to another staff member but not the decision on the action to be taken. The Principal will arrange for the complaint to be acknowledged within 5 working days of receiving it and a meeting may be convened to discuss the matter further. Following the investigation the Principal will aim to provide a written response within 10 working days of sending the acknowledgement. However if a complaint is more complex to review this can be extended to a maximum of 20 working days. MultiSports will provide you details of the new deadline and an explanation on the delay. If you are not satisfied with the result at stage 2 please write to or call MSG Leisure Group which is the MultiSports Schools head office within 10 working days of getting our response. MSG Leisure Group will then look at your complaint at the next stage. Please note at Stage 2 depending on the nature of the complaint it may be a requirement for MultiSports to communicate the complaint to Ofsted. If this is the case you will be made aware prior to the communication

Stage 3 – complaint heard by MSG Leisure Group.

If the matter has not been resolved at Stage 2 or the complaint is about the Principal then you will need to write to MSG Leisure Group. They will arrange for the complaint to be acknowledged within 5 working days of receiving it and a meeting may be convened to discuss the matter further. This meeting will involve a panel of all MultiSports school Principals. Following an investigation, they will aim to provide a written response within 10 working days of sending out the acknowledgement. However if a complaint is more complex to review this can be extended to 20 working days. You will be provided with details of the new deadline and an explanation on the delay. If you are dissatisfied with the result at stage 3, you will need to let the school know within 10 school working days of getting the response. The school will then look at your complaint at the next stage.

Stage 4 – complaint heard by Governing Body.

If the matter has still not been resolved at Stage 3, then you will need to contact an appropriate Governing Body such as Ofsted for concerns surrounding the care of a student/s directly or indirectly by lack of or inappropriate procedures by the company or its representatives or The Local Authority for Child Protection Issues or the police for criminal concerns such as fraud which includes the misrepresentation of the company deliberately by stating falsehoods or omitting necessary information. The Ofsted whistle blowing service can also be used for these purposes. Further information about the policies and procedures of Governing Bodies can be obtained from themselves directly. Your complaint from this point will be dealt with according to their own law dependent protocol.