



Complaint – a grievance, problem, difficulty or concern

The **Parallel Dreams Coaching Academy** is a training organisation providing sports and business coaching services both face to face and online for members of the public and organisations.

The **Parallel Dreams Coaching Academy** is committed to providing high quality training and coaching and to ensuring that equality of opportunity underpins all aspects of our work.

This policy relates to how we deal with complaints and our policy is set out below:

POLICY STATEMENT

The **Parallel Dreams Coaching Academy** recognises the importance of learner complaints and welcomes complaints as a valuable form of feedback about its services. We are committed to using the information we receive to help drive forward improvements.

This procedure outlines the aims of the **Parallel Dreams Coaching Academy** in dealing with complaints and sets out what you as the customer can expect when making a complaint regarding a service.

A complaint is a way of letting us know that you are not happy with a particular service. We welcome your feedback. A complaint may be about delay, lack of response, discourtesy, failure to consult or about the standard of service you have received.

So please let us know if:

- you think we have done something wrong.
- we have not done something that we said we would do.
- you are not satisfied with a particular service or set of services that we provide.

ANONYMOUS COMPLAINTS

We understand that it might be difficult for you to complain because you are worried that your complaint could result in a poorer service. Please be assured that we treat all complaints in the strictest confidence, and that it is your right to complain. If you do not provide us with a contact name or address, it will not be possible for us to get back to you with the outcome of the investigation.

PROCEDURE

In the first instance, the complaint should be discussed with the coach concerned. It may be possible to resolve the situation straight away but otherwise we will strive to find a resolution within 48 hours of the incident occurring. If this is successful and a resolution is reached, the complaint should be documented on the attached Appendix (1) and sent to the company office for filing. This should be received by the end of the next working day. There will be no further action taken.



In the case of an individual wishing to make the complaint, who feels unable to discuss the complaint with the coach concerned, the matter should be referred to the individuals' line manager (founding director) within 48 hours of the incident occurring. The nature of the complaint will be documented as per Appendix (2).

On receipt of the complaint, the nature of the complaint will be brought to the attention of the coach concerned and discussed within 48 hours of receiving the complaint. The founding director will then contact the individual making the complaint with a view to resolve.

If resolution cannot be found, the founding director will arrange a meeting with all relevant parties and agree a resolution. This will take place within 30 days. This will be final.

The **Parallel Dreams Coaching Academy** administrator will maintain a record of all complaints and make these available on request. All complaints must be regarded as confidential and discussed only with those parties involved. Where the subject of the complaint is centred on a qualification, the Awarding Body will be made aware if this is relevant. In the instance where the complaint is around an assessment / verification decision, then the stages outlined in the Appeals Procedure must be followed.

NB: Please note that for informal complaints follow the advice as set out in point 17 of our Booking Conditions <https://www.paralleldreams.co.uk/pd-booking-conditions>

Appendix1

Record of Complaint

Name of Individual making the complaint:

Location:

Date:

Nature of complaint

Resolution Agreed:

Signed Complainant:

Date:

Signed by Coach or Director

Date:

Appendix 2

Referral of Complaint

Date of referral:..... Line Managers

Name:

Nature of complaint:

Date Referred to Founding Director:.....

Actions agreed:

Signed off by Founding Director:.....Date: Signed

Complainant:.....Date



Name: Derek Tate

Position: Founding Director

Date: 28th of June 2020

Signature: *Derek N. Tate*

Review of Policy: Every 24 months