

Ignite Sport UK

Compliments & Complaints procedure

POLICY STATEMENT

Ignite Sport UK aims to continuously provide high quality services for all its clients, learners, customers. As part of quality improvements, we welcome feedback on the services we provide, and do not require clients to wait to be contacted if they have a compliment about aspects of our service that they regard as outstanding. Where a client feels that our service falls below the standard they expect, they have a right to make a suggestion or complaint. Ignite Sport UK commits to responding and resolving all complaints within the specified time scales, to the best of its ability. Should a complainant not be satisfied with the resolution proposed, the complainant has a right to appeal to the Managing Director of Ignite Sport UK

1. Purpose

- 1.1. To provide a clear and consistent framework for dealing with compliments, suggestions and complaints, from Internal and external clients of Ignite Sport UK, so that they can be monitored and reviewed to ensure continuous improvement.

2. Scope

- 2.1. This process covers all client led feedback initiated by internal and external clients. It does not cover feedback prompted by Ignite Sport UK or the ESFA, or other such deliberately targeted surveys. Neither does it cover any feedback requested via questionnaires through our PE & Sports Provision Services and products, which will be collated and dealt with via another route.

3. Reference Documents

- 3.1. Ignite Comp 1 – [Complaint Form](#)

4. Responsibility

- 4.1. All staff are responsible for ensuring that they are aware of and follow all relevant policies and procedures.
- 4.2. Whoever receives the feedback is responsible for recording the initial detail on a complaints form, assigning a reference number and setting up an electronic folder in SharePoint to store documentation relating to the feedback.
- 4.3. The Recipient should forward compliment, suggestion or unresolved complaint to the relevant Line Manager who will become the Owner. When the Recipient resolves the complaint on the same day they are responsible for completing the complaint form and saving the documentation.
- 4.4. The Owner is responsible for investigating the complaint while updating both the Complainant, Claim form and saving documentation until it has been resolved and closed.
- 4.5. The Ignite Sport UK General Manager is responsible for the central overview of complaints and for monitoring compliance with standards.
- 4.6. The Ignite Sport UK Senior Leadership Team has an overview of compliments, suggestions and complaints, and will monitor these for emerging themes and learning points and report to the General Manager

5. Definitions

- 5.1. **Compliment** – is an expression of satisfaction by a learner, employer or any stakeholder. It is an expression of gratitude or appreciation to staff for the quality of training and service provided.
- 5.2. **Suggestion** - is an idea relating to a possible improvement in the Client experience
- 5.3. **Complaint** - is any expression of dissatisfaction about action, or lack of action, or about the standard of service provided by, or on our behalf.
- 5.4. **Recipient** – anyone who receives any compliments, suggestions or complaints, and who are responsible for entering initial details in to the Client Led Feedback and alerting the appropriate Owner for resolution. The Owner is likely to be a PTM or other Line Manager.
- 5.5. **Owner** – will own the feedback until closed/resolved.
- 5.6. **Complainant** – person making the complaint

6. Procedure

- 6.1. Most complaints can be resolved informally by discussing the issue with the member of staff who receives the complaint. Even if a complaint is resolved immediately, it should be logged so that the information can be analysed, trended and improvement measures put in place as appropriate.
- 6.2. If a complaint is not resolved on the same day as it is raised by the Complainant, or if there is a complaint which is received in writing, it is deemed that there will be further investigation required.

- 6.3. Where investigation is required, the complaint should be acknowledged by the Owner, within 2 working days, with an idea of what action will be taken to investigate the issue, and a date of when the Complainant will be contacted, either with a resolution or an update. At this point the Complainant should be sent the Complaint Form and asked to complete and return it. The Owner should take over completion of CLF.
- 6.4. Complaints should aim to be resolved and a written response provided within 15 working days. If it is not possible to resolve within this timescale, the Owner will advise the Complainant in writing of the reason for the delay and expected date of resolution. Issues should be closed off by the Owner, in CLF when resolved.
- 6.5. All written correspondence should be filed by Recipient and Owner in a folder titled with the reference number on SharePoint, [Compliments, Suggestions and](#)
- 6.6. CLF will be monitored on a weekly basis at the OST meeting and escalated accordingly. Entries on CLF will be reported to the Group monthly.

Address for Complaints to be sent to:

Ignite Sport UK Ltd
The Community Arena
Marsh Lane
Marston
Oxford
OX3 0NQ

Via email: info@ignitesportuk.com

7. Workflow

