

# Play Sports Juniors Netball Academy

## Complaints Policy & Procedure

**Policy Owner:** Play Sports Leagues Ltd / Play Sports Juniors

**Applies To:** All Academy participants, coaches, Lead Coaches, volunteers, staff and parents/carers

**Effective From:** 1st September 2026

**Review Date:** 1st August 2027

**Version:** 1.0

---

### 1. Purpose

Play Sports Juniors is committed to providing a safe, professional and positive Netball Academy experience for children and their families.

We recognise that concerns or complaints may arise from time to time. All complaints will be taken seriously and handled fairly, respectfully and as promptly as reasonably possible.

This policy explains how parents/carers and others can raise concerns and how Play Sports Juniors will respond.

---

### 2. Scope

This policy applies to complaints relating to the Netball Academy, including:

- Coaching and session delivery.
- Coach or volunteer conduct.
- Communication.
- Academy administration.
- Payments and memberships.
- Behaviour.
- Safeguarding or welfare concerns.
- Health and safety.
- Equality, diversity and inclusion.
- Academy facilities or arrangements.
- Other aspects of the Academy service.

Some concerns, particularly safeguarding concerns or allegations against a coach, may need to be handled under a separate policy or procedure.

---

### 3. Raising a Concern

Parents/carers are encouraged to raise concerns as soon as reasonably possible.

Where appropriate, a minor or straightforward concern should initially be raised with the Lead Coach.

Examples may include:

- A question about how a session was delivered.
- A minor issue with communication.
- A concern about an activity or session arrangement.

Where the concern cannot be resolved by the Lead Coach, or where it is inappropriate to raise it with them, it should be referred to Play Sports Juniors Head Office.

---

## 4. Formal Complaints

A formal complaint should normally be made to Play Sports Juniors Head Office.

Complaints should ideally be made in writing and include:

- The name of the person making the complaint.
- The child's name, where relevant.
- The date and location of the relevant session or incident.
- A clear description of the concern.
- Any relevant information or evidence.
- What outcome the person is seeking, where appropriate.

Complaints may still be considered where all of this information is not available.

---

## 5. Safeguarding Concerns

A safeguarding concern should **not** be delayed while following the normal complaints process.

Where a complaint involves:

- A concern about a child's safety or welfare.
- An allegation against a coach or other adult.
- A disclosure by a child.
- Abuse or suspected abuse.
- Serious neglect.
- A child being placed at significant risk.

The concern must be managed in accordance with the Safeguarding & Child Protection Policy.

Safeguarding concerns should be reported immediately to the Lead Coach/Session DSL or Play Sports Juniors Head Office.

If a child is in immediate danger, **999** should be contacted.

---

## 6. Complaints About a Lead Coach

Where a complaint relates to the Lead Coach, parents/carers should not be required to raise the complaint with that person.

The complaint should be directed to Play Sports Juniors Head Office.

Where the complaint involves a safeguarding allegation against the Lead Coach, the normal safeguarding escalation route should be followed and the Lead Coach should not be responsible for investigating the concern.

---

## 7. Complaints About Play Sports Juniors Head Office

Where a complaint relates directly to Luke Impett or another member of Play Sports Juniors Head Office, the complaint should be escalated to the Company Designated Safeguarding Lead or another appropriate senior representative of Play Sports Leagues Ltd.

Where the complaint concerns safeguarding, the appropriate safeguarding escalation route will be followed.

---

## 8. Acknowledgement

Play Sports Juniors will aim to acknowledge a formal complaint within **5 working days** of receiving it.

The acknowledgement may:

- Confirm that the complaint has been received.
- Explain who will be dealing with it.
- Request any additional information required.
- Explain the expected next steps.

Urgent safeguarding or safety concerns will be dealt with immediately rather than waiting for the normal complaints timescale.

---

## 9. Investigation

Complaints will be investigated fairly and objectively.

Depending on the nature of the complaint, this may involve:

- Reviewing relevant records.
- Speaking with the parent/carer.
- Speaking with coaches or staff.
- Reviewing session arrangements.
- Speaking with witnesses where appropriate.
- Reviewing relevant policies or procedures.

- Considering any available evidence.

The person who is the subject of a complaint should not normally be solely responsible for investigating that complaint.

---

## **10. Confidentiality**

Complaints will be handled as confidentially as reasonably possible.

Information will only be shared with individuals who need it to investigate or respond to the complaint.

Information about other children, families or staff will not normally be disclosed to the person making the complaint.

Confidentiality must not prevent appropriate safeguarding or emergency information sharing.

---

## **11. Response to a Complaint**

Once the complaint has been considered, Play Sports Juniors will provide a response where appropriate.

The response may:

- Explain the outcome of the investigation.
- Confirm whether the complaint has been upheld, partially upheld or not upheld.
- Explain any action taken.
- Identify improvements or changes where appropriate.
- Explain any further steps available.

Where confidentiality prevents specific details from being provided, this will be explained where possible.

---

## **12. Timescales**

Play Sports Juniors will aim to investigate and respond to complaints within a reasonable timeframe.

The timescale may vary depending on:

- The complexity of the complaint.
- The number of people involved.
- The availability of relevant information.
- Whether further investigation is required.
- Whether safeguarding or other external processes are involved.

Where a complaint is likely to take longer than expected, the complainant should be updated where reasonably possible.

---

## 13. Anonymous Complaints

Anonymous complaints may be considered where sufficient information is provided to allow the concern to be investigated.

However, it may not always be possible to investigate or respond fully where the complainant cannot be contacted.

Anonymous safeguarding information will still be considered and assessed appropriately.

---

## 14. Unreasonable or Abusive Behaviour

Play Sports Juniors will listen to complaints and treat complainants respectfully.

However, abusive, threatening, discriminatory or intimidating behaviour towards coaches, staff or other families will not be tolerated.

Where necessary, Play Sports Juniors may:

- Limit communication to written communication.
- Require communication to take place through a nominated contact.
- Restrict attendance at Academy activities where behaviour presents a safety concern.
- Take other appropriate action under the Parent Terms & Conditions or Behaviour & Anti-Bullying Policy.

This will not prevent a genuine complaint from being considered.

---

## 15. Appeals and Escalation

If a parent/carer is not satisfied with the response, they may request that the complaint is reviewed or escalated.

The request should explain:

- Why they remain dissatisfied.
- Any relevant information they believe was not considered.
- What outcome they are seeking.

Where appropriate, the complaint will be reviewed by a person who was not responsible for the original decision.

The outcome of an escalation or review will normally be treated as the Academy's final internal response.

---

## 16. Complaints Involving External Organisations

Some complaints may involve matters outside the control of Play Sports Juniors, such as:

- Venue management.
- External providers.
- Governing bodies.
- Other organisations.

Where appropriate, Play Sports Juniors will explain which organisation is responsible for the relevant matter and may direct the complainant to the appropriate organisation.

This does not prevent Play Sports Juniors from addressing any aspect of the complaint that falls within its own responsibility.

---

## 17. Recording Complaints

Significant complaints should be recorded securely.

Records may include:

- Date the complaint was received.
- Name of complainant.
- Nature of the complaint.
- Relevant child/session/venue.
- People involved.
- Investigation undertaken.
- Evidence considered.
- Outcome.
- Actions taken.
- Date of response.
- Any follow-up required.

Records must be factual, objective and handled in accordance with the Data Protection & Privacy Policy.

---

## 18. Learning and Improvement

Play Sports Juniors will use complaints constructively to identify opportunities to improve the Academy.

Where appropriate, complaints may result in:

- Changes to procedures.
- Additional coach training.
- Improvements to communication.
- Changes to session arrangements.
- Additional risk controls.
- Updates to Academy policies.

The identity and personal information of individuals involved will be protected appropriately.

---

## **19. Parent and Carer Responsibilities**

Parents/carers are expected to:

- Raise concerns respectfully.
- Provide accurate information.
- Allow reasonable time for concerns to be investigated.
- Avoid discussing confidential matters publicly.
- Follow appropriate escalation routes.
- Cooperate with reasonable requests for information.

Parents/carers should not attempt to confront or discipline coaches, children or other families during Academy sessions.

---

## **20. Coach and Staff Responsibilities**

Coaches and staff must:

- Treat complaints seriously.
- Remain professional and respectful.
- Avoid becoming defensive or confrontational.
- Pass complaints to the appropriate person.
- Record significant concerns.
- Report safeguarding concerns immediately.
- Maintain confidentiality.
- Cooperate with investigations.

Coaches should not promise a particular outcome or attempt to independently resolve serious complaints.

---

## **21. Relationship with Other Policies**

This policy should be read alongside:

- Safeguarding & Child Protection Policy.
- Behaviour & Anti-Bullying Policy.
- Equality, Diversity & Inclusion Policy.
- Data Protection & Privacy Policy.
- Health & Safety Policy.
- First Aid & Medical Policy.
- Parent Terms & Conditions.
- Coach Code of Conduct / Professional Boundaries Policy.

Where another policy provides a specific procedure for the issue being raised, that procedure will take priority where appropriate.

---

## 22. Policy Review

This policy will be reviewed annually, or sooner where required due to:

- Changes in legislation or guidance.
  - Significant complaints.
  - Changes to Academy arrangements.
  - Lessons identified from complaints.
  - Changes to Play Sports Juniors policies or procedures.
- 

## 23. Key Contacts

### **Play Sports Juniors Head Office / Safeguarding Contact**

Luke Impett

Telephone: 01256 644049

Email: luke.impett@playsportsleagues.co.uk

### **Company Designated Safeguarding Lead (DSL)**

Rob Fulker

Telephone: 01256 644049

Email: rob.fulker@playsportsleagues.co.uk

**Emergency Services:** 999

---

## Policy Approval

**Approved by:** Luke Impett

**Position:** Schools & Community Sport Lead

**Date:** 28/8/26

**Signature:** 

**Review Date:** 1st August 2027