



## **COMPLAINTS POLICY**

Reviewed September 2025

Here at Rhino Sports Academy, communication with parents, students and the wider community is vital in supporting the children in our care. Whilst we hope you are always happy with your child's clubs/camps, we recognise there are occasions when you will want to bring questions or concerns to our attention.

When responding to complaints we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation with respect
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' need for confidentiality
- Ensure that any decisions we make are lawful, rational, reasonable and fair
- Keep complainants informed of the progress of the complaints process
- Ensure correct procedure is upheld in recording what has happened, who was involved, what the complainant feels would put things right and a reasonable time scale for each investigation and closure. If at any point we cannot meet the time scales we will set new time limits with the complainant, explaining the delay.

### **STAGES OF COMPLAINTS**

#### **Stage 1:**

You should raise the complaint as soon as possible with the relevant member of staff of the club/camp your child has attended, you can also email [enquiries.rhinosportsacademy@gmail.com](mailto:enquiries.rhinosportsacademy@gmail.com). If the complaint is not resolved informally, you can escalate it to a formal complaint. This can be done on the day.

#### **Stage 2:**

Formal complaints can be raised by email to [enquiries.rhinosportsacademy@gmail.com](mailto:enquiries.rhinosportsacademy@gmail.com) or [rhinosportsacademy@gmail.com](mailto:rhinosportsacademy@gmail.com) or over the phone to a member of management on 07939 3014638 or 07919 289201.

The complainant should provide details such as relevant dates, times, what happened, and the names of witnesses of events, alongside copies of any relevant documents, and what they feel would resolve the complaint. For clarity and speed of resolution you may be asked to detail your complaint in writing. Management will have 72 hours to respond and then conduct an investigation. You may be asked for further information and/or invited to a meeting to discuss your complaint. The written

conclusion of this emailed to you. If you form, please inform



investigation will be need it in written us.

If the complainant wishes to proceed to the next stage of the procedure, management will inform the Director.

### **Stage 3:**

If a complainant is not satisfied with the response to the complaint they can meet/talk with the Director and the manager who was dealing with the complaint. The Director has 5 days to respond. The complainant must be allowed to attend the panel hearing and be accompanied if they wish. We do not encourage either party to bring legal representation. It would be helpful to explain how you feel that the previous stage of the procedure has not addressed your complaint sufficiently, and what you feel would resolve the complaint. Consent will be asked for the recording of minutes to be taken. At the meeting, everyone will have the opportunity to give statements and present their evidence if needed. The Director will listen to all sides and once the complainant has presented their case will begin to decide on the appropriate action needed to resolve the complaint. Sometimes the decision cannot be made straight away and may need a follow up meeting.

Where appropriate, recommended changes to clubs will be made to prevent similar issues in the future.

### **Stage 4:**

If a resolution cannot be made during the meeting with the Director, legal advice will be sought, as well as contact with our HR department. The timescale for this will vary due to all party's schedules, and a date and time will be arranged to suit all involved.

If you need to withdraw your complaint, this needs to be made in writing, explaining your reasoning. The director will respond, acknowledging the withdrawal of complaint.

## **PERSISTENT AND/OR UNREASONABLE COMPLAINTS**

Most complaints raised will be valid, and therefore we will treat them seriously. Sometimes there may be a complaint that is unreasonable if the person:

- Has made the same complaint before and it has already been resolved
- Makes a complaint that is obsessive, persistent or becomes harassment
- Pursues a valid complaint, but in an unreasonable manner e.g. refuses to articulate the complaint, refuses to cooperate with our complaints procedure or time frame
- Seeks unrealistic outcomes, or a solution that lacks any serious purpose or value.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from our club sites.

## **MALICIOUS ALLEGATIONS**

Parents/carers are encouraged to raise concerns when they believe there to potentially be an issue. If a complaint is made in good faith, but the investigation finds no wrongdoing, no further action will be taken, and the complaint will close with all parties being informed. If, however, a complaint is

shown to be or malicious, the whether any appropriate against the allegation. This proceedings.



deliberately invented Director will consider disciplinary action is the person making could involve legal

### **RECORDING OF INFORMATION**

Rhino Sports Academy will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls. This information will be treated as confidential and stored securely within our office and will be viewed only by those involved in investigating. Complaints will be saved for 3 years from the date of the complaint.