

## **Complaint procedure**

### **1. Introduction**

We always aim to provide a high standard of care in all our services.

Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

If a complaint alerts us to possible abuse or neglect we will transfer it to the safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes.

### **2. Making a suggestion**

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion.

First you should speak to the Club Manager or Head Coach.

Comments or suggestion KKAcademy accepts via email, post or verbally.

If the suggestion is something that KKAcademy as a company needs to consider you can send it to:

Head Coach

KKAcademy

Fairlawn School, Honor Oak Rd, SE23 3 SB, London

Email: [info@kkacademy](mailto:info@kkacademy)

Tel: 02086978225

### **3. Making a complaint**

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

KKAcademy assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

### **4. Who can complain**

Anyone affected by the way KKAcademy can make a complaint.

*Venues' addresses:*

*Fairlawn Primary School, Honor Oak Road,  
London, SE23 3SB*

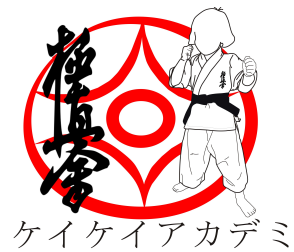
*Rathfern Primary School, Rathfern Road  
London, SE6 4NL*

*Tel: 020 8697 8225*

*Mob: 0784 950 2129*

*Email: [info@kkacademy.com](mailto:info@kkacademy.com)*

*web: [www.kkacademy.com](http://www.kkacademy.com)*



A representative may complain for the affected person if they:

- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

## **5. How you can make a complaint**

You can complain:

- in person
  - by telephone
  - through a member of our staff
  - through a representative
- where someone complains orally we will make a written record and provide a copy of it within 3 working days
- by letter
  - by email

## **6. Anonymous complaints**

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

## **7. How we handle complaints**

The Club Manager may ask one of the management team or Club Officer to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

## **8. Time limits**

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

*Venues' addresses:*

*Fairlawn Primary School, Honor Oak Road,  
London, SE23 3SB*

*Rathfern Primary School, Rathfern Road  
London, SE6 4NL*

*Tel: 020 8697 8225*

*Mob: 0784 950 2129*

*Email: [info@kkacademy.com](mailto:info@kkacademy.com)*

*web: [www.kkacademy.com](http://www.kkacademy.com)*



## **9. Further steps**

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact Club Manager at:

KKAcademy

Fairlawn School, Honor Oak Rd, SE23 3 SB, London

Email: [info@kkacademy](mailto:info@kkacademy)

Tel: 02086978225

Once we have dealt with your complaint, if you are not happy with the outcome you can refer to your complaint to the British Gymnastics Complaints and Appeals and ask for it to be reviewed.

You can contact the BGCA at:

Tel: 0345 1297129

Website: [www.british-gymnastics.org](http://www.british-gymnastics.org)

*Venues' addresses:*

*Fairlawn Primary School, Honor Oak Road,  
London, SE23 3SB*

*Rathfern Primary School, Rathfern Road  
London, SE6 4NL*

*Tel: 020 8697 8225*

*Mob: 0784 950 2129*

*Email: [info@kkacademy.com](mailto:info@kkacademy.com)*

*web: [www.kkacademy.com](http://www.kkacademy.com)*