

COMPLAINTS POLICY

Holiday Clubs, Wraparound Care and Childcare Provision

Policy Statement

AJB Sports in Education aims to provide safe, high-quality and responsive services. We welcome feedback and take concerns and complaints seriously. Complaints will be handled fairly, respectfully, promptly and without disadvantage to a child or family for raising a genuine concern.

This policy applies to AJB Holiday Clubs, Football Academies, Activity Clubs, HAF programmes, Breakfast Clubs, After-School Care, Wraparound Care and other childcare/coaching provision.

1. Principles

- Concerns should be resolved at the earliest appropriate level.
- Complainants will be listened to and treated respectfully.
- Children's welfare and safeguarding take priority over the ordinary complaints process.
- Records will be factual, confidential and retained securely.
- Complaints will be used to identify learning and service improvement.
- No person should investigate a complaint where a conflict of interest makes this inappropriate.

2. Raising a Concern

Parents/carers should normally raise day-to-day concerns with the Person in Charge / Provision Lead. Where the matter is serious, unresolved, concerns that person, or the complainant prefers, it may be raised directly with AJB management.

Complaints may be made verbally or in writing. AJB may ask for written details where this will help ensure the concern is accurately understood.

3. Formal Complaint

A complaint should be treated as formal where the complainant asks for this, the matter cannot be resolved immediately, or it concerns significant safety, staff conduct, repeated service failure or another matter requiring management review.

AJB will acknowledge, review and respond within a reasonable timeframe, keeping the complainant updated if additional time is needed.

4. Immediate Escalation

SAFEGUARDING, STAFF ALLEGATIONS, DISCRIMINATION, SERIOUS INJURY, DATA PROTECTION OR REGULATORY CONCERNS MUST ALSO FOLLOW THE RELEVANT AJB PROCEDURE.

The complaints process must never delay a safeguarding referral, emergency action, medical treatment or other statutory response.

5. Investigation

- Establish the complaint and desired resolution.
- Review relevant records and speak to appropriate people.
- Keep information on a need-to-know basis.
- Give relevant staff a fair opportunity to provide information.
- Consider whether immediate risk controls are needed.
- Record findings, decisions and actions.

6. Outcome

AJB will explain the outcome as far as confidentiality permits. Outcomes may include clarification, apology, corrective action, staff guidance/training, policy or risk-assessment changes, or no further action where the complaint is not upheld.

7. Further Review

Where a complainant remains dissatisfied, they may ask AJB management for a further review. AJB will explain any appropriate external route where one applies to the particular provision or issue.

8. Ofsted / External Complaints

Where AJB provision is registered with Ofsted, parents/carers retain the right to contact Ofsted about matters within Ofsted's remit. AJB will cooperate with regulatory or statutory enquiries and will provide records where lawfully required.

9. Complaints About Staff

Concerns about staff conduct will be assessed against the Staff Code of Conduct and Safeguarding & Child Protection Policy. Allegations or low-level safeguarding concerns must be handled through safeguarding procedures, not solely as customer complaints.

10. Complaints Involving a Child

The child's welfare, privacy and voice should be considered throughout. Children should not be repeatedly questioned or placed under pressure to account for an incident.

11. Confidentiality & Records

AJB will use its Complaint Record Form and Central Complaints Log where appropriate. Records will include the complaint, action, outcome and any learning. Personal information will be handled in accordance with AJB Data Protection and Confidentiality policies.

12. Unreasonable or Abusive Conduct

AJB will remain professional where a complainant is upset or frustrated. Threatening, discriminatory, abusive or persistently unreasonable conduct may require communication boundaries, but a genuine safeguarding or safety concern will still be considered on its merits.

13. Learning & Review

Management will review significant or repeated complaints for patterns and improvement actions. This policy will be reviewed annually or sooner following significant change or learning.

Related Documents

- Safeguarding & Child Protection Policy
- Staff Code of Conduct
- Equality, Diversity & Inclusion Policy
- Data Protection & Confidentiality policies
- Wraparound Complaints, Visitors & Contractors operational pack

Policy Sign-Off

Policy Owner	AJB Sports in Education
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Approved By	
Date	
Next Review	