



Complaints Policy

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Approved by (name and title):	Matthew Lee Director
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Complaints Policy

1. Purpose of this Policy

This policy sets out how concerns and complaints will be managed by Limitless Sports and Activities Limited. We are committed to providing a high-quality service for pupils, families, schools and commissioning local authorities. When concerns arise, we aim to resolve them promptly, fairly and transparently.

This policy applies to all aspects of our social, educational and mental health (SEMH) support, behaviour support and tutoring provision delivered on-site, off-site and in the home.

2. Principles

We follow these core principles:

- **Accessibility** – The process is easy to understand and available in written and verbal formats.
- **Timeliness** – Concerns are addressed as quickly as possible.
- **Fairness** – All complaints are investigated objectively and without bias.
- **Confidentiality** – Information is handled sensitively and shared only where necessary.
- **Safeguarding first** – Any complaint that raises a safeguarding concern will be managed under our Safeguarding Policy and may be referred to external agencies.
- **Right to representation** – Complainants may be accompanied or supported at any stage.
- **Learning culture** – Complaints are used to improve practice and strengthen provision.

3. Who Can Make a Complaint

Complaints may be made by:

- Parents or carers
- Pupils (with appropriate support)
- Referring schools
- Local authorities
- Professionals involved in a pupil's care
- Members of the public (where relevant)

Anonymous complaints will be considered where there is enough information to investigate.

4. What This Policy Covers

This policy covers complaints about:

- Quality of education or tutoring
- Behaviour management or SEMH support
- Staff conduct
- Communication and information sharing



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- Health and safety
- Administrative or operational matters
- Decisions relating to provision or support

Note: Safeguarding concerns are not managed under this policy and must be referred immediately to the Designated Safeguarding Lead (DSL).

5. Stages of the Complaints Process

Stage 1: Informal Resolution

Most concerns can be resolved quickly through discussion.

- The complainant should raise the issue with the relevant staff member or the provision manager.
- A response will be provided within 5 working days.
- If the issue is not resolved, the complainant may proceed to Stage 2.

A written record of informal concerns will be kept to support monitoring and improvement.

Stage 2: Formal Complaint

The complainant should submit their complaint in writing (email or letter). Support will be provided for anyone who needs help to do this (refer to appendix 1).

The complaint should include:

- Details of the concern
- What has already been done to resolve it
- What outcome is sought

Process:

1. The complaint will be acknowledged within **3 working days**.
2. An investigation will be carried out by a senior manager not previously involved.
3. The investigator may meet with the complainant and any relevant staff.
4. A written response will be provided within **15 working days**, outlining:
 - findings
 - conclusions
 - any actions to be taken

If the complainant is not satisfied, they may proceed to Stage 3.

Stage 3: Independent Review

If the complainant remains dissatisfied, they may request an independent review.

- The review will be conducted by an external professional or an individual not involved in earlier stages.



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- The reviewer will consider whether the complaint was handled fairly, reasonably and in line with policy.
- A final written response will be provided within 20 working days.

This is the final stage of the internal complaints process.

6. Complaints from Local Authorities or Referring Schools

Where the complainant is a commissioning body, the process above will be followed, with additional reporting as required by the commissioner's contract or service level agreement.

7. Safeguarding Concerns

If a complaint includes information suggesting a child may be at risk of harm, the matter will be referred immediately to the DSL and managed under the Safeguarding Policy. We may also be required to notify:

- the local authority
- social care
- the police
- the LADO (Local Authority Designated Officer)

8. Record Keeping

We maintain a secure complaints log including:

- nature of complaint
- actions taken
- outcomes
- timescales
- lessons learned

Records are retained in line with our Data Protection and Record Retention Policy.

9. Monitoring and Review

Complaints are reviewed termly by senior leadership to identify patterns, risks and areas for improvement. This policy is reviewed annually or sooner if required by legislation or changes in practice.

10. Contact Details

Complaints should be submitted to:

Limitless Sports & Activities Limited

Complaints Lead: Matthew Lee

Email: info@limitlessactivities.co.uk

Telephone: 07956 674890

Postal Address: [Insert venue address]

Appendix 1 – Complaints Form

Section 1: Your Details

Name:	
Relationship to pupil (if applicable):	
Address:	
Email:	
Telephone:	

Section 2: Details of the Complaint

Please describe your complaint, including key dates, people involved and what happened:	
Have you already raised this concern informally?	Yes/No
If yes, who did you speak to and what was the outcome?	
What outcome are you seeking	

Section 3: Supporting Evidence (if any)

Please list any documents or evidence you are attaching:	
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Section 4: Declaration

I confirm that the information provided is accurate to the best of my knowledge.

Signature:	
Date:	