




Complaints Policy (Community)

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PLANNED REVIEW: 24 month	PREPARED BY: David Johnson CEO 	PLANNED REVIEW DATE: 01/01/2025

Any complaint about the management or day to day operations of PEAK'S Community programmes i.e. Holiday Camps, Wrap Around Care or Parties/Events will be taken seriously and professionally.

We strive to create the best possible environment for every child who is in our care, and this means reacting proactively and swiftly to any concerns that arise from the delivery of our camps.

Whether the complaint is verbal or written, every complaint will be:

Recorded (including the outcome of the complaint)

Investigated as a matter of urgency.

Easily accessible for Ofsted and management to review

Followed through and the outcome of the complaint will be relayed to the complainant.

We are an open and respectful organisation. Therefore, if the situation can be avoided (or rectified) before it escalates into a complaint, we would encourage you to raise your concern with us as soon as possible.

Complaints regarding Community Activities should be sent in writing via e-mail to info@peaksport.co.uk and titled COMPLAINT – FAO THE PESSPA MANAGER.

The PESSPA Manager will investigate the complaint and take written statements from all members of staff who were present at the time of the complaint. The PESSPA Manager may also wish to speak with children present at the time.

In the first instance the PESSPA Manager shall respond to the complaint within 28 days of receiving the complaint. We will always deal with the complaint fairly and without prejudice. The PESSPA Manager may offer a resolution that our Senior Leadership Team deem to be fair. Should the complainant not be satisfied with the outcome of their complaint they must raise this with the CEO within 7 days of receiving the outcome from the Community Manager. The CEO can be contacted at info@peak-sport.co.uk.

The CEO will examine any new evidence raised by the complainant and respond as appropriate.

Once a complaint has been designated as 'closed' by the CEO, PEAK will not engage in further communication regarding the complaint with the complainant.