**Complaints Policy 2024/2025**

CrossFit Shropshire Alternative Provision is commitment to high standards and continual self-improvement. It recognises that the quality of the services it offers is crucial to its future success by virtue of repeat custom and subsequent word of mouth.

Our stakeholders may come in several forms including gym members, schools, young pupils and parents. Recording stakeholder concerns and complaints demonstrates that we value their input and opinions, and that we will act upon them.

Stakeholder complaints are also a useful internal tool to encourage improvement and to measure ongoing successes (measure of level of complaints over time).

**Aims and Objectives**

To ensure stakeholder complaints are recorded accurately, acted upon appropriately and utilised to facilitate business progression and demonstrate community engagement and concern.

**Related Policies:**

Health and Safety Act

General Data Protection Regulations

CrossFit Shropshire Alternative Provision Disciplinary Policy

Behaviour Policy

**Policy Statement:**

All staff within CrossFit Shropshire Alternative Provision must record stakeholder complaints/concerns using the forms provided as soon as they occur following the CrossFit Shropshire Alternative Provision Complaints Procedure.

Contact details will be taken if follow up is required (otherwise nature of stakeholder is recorded).

The Deputy Manager will check complaints on a monthly basis to ensure issues are being dealt with appropriately and for the purposes of reporting to the Managing Committee

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If a complaint/concern is made which is deemed to be detrimental to the public image of CrossFit Shropshire Alternative Provision or may have legal consequences, then it should be reported to the CrossFit Shropshire Alternative Provision Manager immediately. The CrossFit Shropshire Alternative Provision Manager will subsequently report this to the CrossFit Shropshire Alternative Provision Management Committee.

Following a complaint of lesser importance and subsequent remedial action, CrossFit Shropshire Alternative Provision will, within 28 days of the complaint arising, confirm in writing that changes in e.g. working practices, systems of work, equipment or furniture, services etc. have been implemented.

All complaints should be documented on the Complaints Spreadsheet, together with details of remedial actions, notifications. Stakeholders should be kept informed of the progress and outcome of their complaints (if appropriate).

**Confidentiality**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and CrossFit Shropshire Alternative Provision maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

**Date reviewed:** May 2024

**Next Review:**