Parent Complaints Procedure 2026-27

Challenge Sport and Education Ltd. For parents and carers of children who attend our sessions, clubs and holiday courses.

1. Our approach

We want every child to have a great experience with us, and we welcome feedback. If something has gone wrong, please tell us. We will listen, look into it fairly, and put things right where we can. Raising a complaint will never affect your child's place or how they are treated.

What this procedure covers: any concern about our sessions, clubs or holiday courses, such as the care or supervision of your child, communication, staff conduct that is not a safeguarding matter, bookings, or facilities.

What goes elsewhere

- **If you are worried about a child's safety, or about how an adult has behaved towards a child,** do not wait for this procedure. Contact our Designated Safeguarding Lead, Doug Berlin, by emailing info@challengesporteducation.co.uk with "Safeguarding" in the subject line, or call 999 if a child is in immediate danger. These concerns follow our Child Protection and Safeguarding Policy and our Managing Allegations Policy.
- **Concerns about a school's own staff or the school day** should go to the school.
- **Booking and payment queries** can usually be sorted quickly through Pebble or info@challengesporteducation.co.uk.

2. How to make a complaint

Stage 1: Speak to us informally. Most concerns can be sorted quickly by talking to the session lead or Setting Safeguarding Manager at collection, or by emailing info@challengesporteducation.co.uk. We aim to resolve informal concerns within 5 working days.

Stage 2: Make a formal complaint. If you're not happy with the response, or prefer to go straight to a formal complaint, email info@challengesporteducation.co.uk with "Complaint" in the subject line, or write to us. Please include your name, your child's name, the session and date, what happened, and what you would like us to do.

- We will acknowledge your complaint within 3 working days.
- Doug Berlin, or a senior manager not involved in the matter, will look into it. This may include speaking to staff and to you.
- We will tell you the outcome in writing within **28 days** of receiving the formal complaint, including what we found and any action we are taking.

Stage 3: Review. If you're still not satisfied, you can ask, within 10 working days of our response, for Doug Berlin to review the complaint. If the complaint is about Doug Berlin, it will be reviewed by another director. The review decision is final within our procedure.

3. Contacting Ofsted

Our early years and childcare provision registered with Ofsted must meet Ofsted's requirements. If you believe we are not meeting them, you can contact Ofsted at any stage, whether or not you have complained to us first:

- Phone: 0300 123 1231
- Email: enquiries@ofsted.gov.uk

4. Records

We keep a written record of every formal complaint: the date, the nature of the complaint, how it was investigated, the outcome and any action taken, and when the parent was told. Records are kept for at least 3 years and are available to Ofsted on request. Complaints are reviewed at our termly safeguarding review to look for patterns and lessons.

This procedure is published on our website and reviewed every August.

Approved by: Doug Berlin, owner

Signed:

Doug Berlin

Date: 30.10.26