



## **COMPLAINTS PROCEDURE (Managing allegations against staff and volunteers) – Appendix 3**

### **Statement of intent**

Munchkin Sports believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our classes and/or holiday camps and we will give prompt and serious attention to any concerns about the running of our services. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

### **Aim**

We aim to bring all concerns about the running of our classes and/or holiday camps to a satisfactory conclusion for all the parties involved.

To achieve this, we operate the following complaints procedure. As a company, we are required to keep a 'summary log' of all complaints.

### **Making a complaint**

#### *Stage 1:*

- Any parent/guardian who has a concern about any aspect of the class and/or holiday camps provision, should initially raise his/her worries and anxieties with the head coach or holiday camp manager.
- Most complaints should be resolved amicably and informally at this stage. If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure.

#### *Stage 2:*

- Parents/guardians should put their concerns or complaint in writing to Head Office by emailing: [admin@munchkinsports.com](mailto:admin@munchkinsports.com). (For parents/guardians who are not comfortable with making written complaints, there is a template form for recording complaints. The form may be completed with the person in charge and signed by the parent – see appendix for complaints template).
- Munchkin Sports will store hard copies of written complaints from parents/guardians in a complaints folder which is held at Head Office. However, if the complaint involves a detailed investigation, Head Office may wish to store all information relating to the investigation in a separate folder designated for this complaint.
- Munchkin Sports will store all electronically communicated complaints in a designated folder.
- When the investigation into the complaint is completed, Head Office will either contact the parent/guardian directly or if deemed more suitable will delegate a member of staff to discuss the outcome directly with the complainant.



- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record held electronically.

#### *Stage 3:*

- If the parent/guardian is not satisfied with the outcome of the investigation, he or she can request a meeting with the Operations Director and/or Managing Director located at the Head Office. The parent/guardian is welcome to bring another person with them and the member of the Munchkins staff will have the support of at least one other at the Head Office.
- An agreed written record of the discussion will be made as well as any decisions or actions taken as a result. All the parties present at the meeting will sign the record and receive a copy of it.
- The signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

#### *Stage 4:*

- If at the Stage 3 meeting the parent/guardian and Munchkin Sports cannot reach agreement, an external mediator is invited to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Dependent on the venue from which the complaint has originated, staff from Munchkin Sports, the hired venue/school and other parents are all appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. He/she can hold separate meetings with the Head Coach, Operations Director, Managing Director and parent/guardian, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice he/she gives.

#### *Stage 5:*

- When the mediator has concluded his/her investigations, a final meeting between the parent/guardian and Munchkin Sports is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision be reached.
- A record of this meeting, including the decision on the action to be taken, will be made. Everyone present at the meeting will sign the record and receive a copy of it. This signed record signifies that the procedure has concluded.
- If a child appears to be at risk, Munchkin Sports follows the procedures of the Area Safeguarding Children Committee in our local authority.



## **Managing Allegations Against Staff**

In accordance with Working Together to Safeguard Children Statutory Guidance (2023), if Munchkin Sports LTD receives an allegation that a volunteer or member of staff who works with children has:

- Behaved in a way that has harmed a child, or may have harmed a child;
- Possibly committed a criminal offence against or related to a child; or
- Behaved towards a child or children in a way that indicates they may pose a risk of harm to children.

Please report the matter to the Local Authority Designated Officer (LADO) immediately by calling 0208 461 7669 or 0208 313 4325.

If the allegation is to be reported out of office hours, contact Children's Social Care Out of hours Emergency Duty Team on 0300 303 8671. See the Protocol below for timescales for reporting.

Please do not:

- Investigate the allegation
- Ask leading questions
- Promise confidentiality
- Discuss the allegation with the accused person even if you have to suspend them

Please do ensure:

- If the child is injured the parents are advised and medical attention is sought
- The child and other relevant children are safeguarded from any potential risk of harm

**IF IN DOUBT ALWAYS SPEAK TO THE LADO.**

## **Records**

- A record of complaints against Munchkin Sports classes and/or our holiday camps and/or the children and/or the adults working in our company is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Summary Record
- All complaints must be investigated within 14 days.
- Ofsted need to be informed of any allegations.

We are committed to reviewing our policy and good practice annually.



This policy was last reviewed on: 05 January 2026

Signed:

A handwritten signature in dark ink, appearing to read "K Lewty", written over a light blue horizontal line.

Name: Katie Lewty

Position: Operations Director



## Customer Complaints Form

**Date of Complaint:**

**Class or Holiday Camp Location:**

**What happened to cause dissatisfaction:**

**How can we make this right?**

**Name:**

**Address:**

**Email:**

**Phone Number:**