



Complaints Procedure

Reviewed: 30/May/2022

1. Introduction

We always aim to provide a high standard of care in all our services we provide.

Our customers' views are important to us and help us ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know. If a complaint alerts us to possible abuse or neglect, we will tell our Adult Safeguarding lead who will consider further referral to the relevant authority.

2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally.

You can email: info@vogueathletics.co.uk or michael@vogueathletics.co.uk

3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints very seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

Vogue Athletics assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

4. Who can complain

Anyone affected by the way **Vogue Athletics** provides services can make a complaint.

A representative may complain for the affected person if they:

- have died
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

5. How you can make a complaint

You can complain:

- in person
- through a member of our staff – Please speak to **Michael Cave** who is our complaints representative
- through an advocate or representative of your choice through any of the means above where someone complains orally we will make a written record and provide a copy of it within 3 working days



6. Anonymous complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

7. Responsibility

The Complaints representative has the overall responsibility for dealing with all complaints made about **Vogue Athletics** except in the case where the complaint is made about the Complaints representative, in which case, the complaint should be addressed to Nikki Murphy at Nikkidaisymurphy@gmail.com

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

8. How we handle complaints

The Complaints representative or **Vogue Athletics** will directly deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you an update as to the next steps. We will keep you informed about the progress of the investigation through your chosen contact method. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

9. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate the event properly.

10. Further steps

At any stage during the process, if you are not happy with the way your complaint is being handled, you can contact: Nikki Murphy - Nikkidaisymurphy@gmail.com