



PAL FITNESS EDUCATION

COMMUNITY INTEREST COMPANY

PAL Fitness & Education CIC Complaints Policy

Introduction

PAL Fitness & Education CIC is committed to providing high-quality services and ensuring the satisfaction of all participants, parents, and stakeholders. This policy outlines the procedure for handling complaints to ensure they are addressed fairly, promptly, and effectively.

Review

This policy will be reviewed annually by the Directors to ensure its effectiveness and updated as necessary.

Approval

This policy was approved by the Directors on **01/08/2024** and is effective from **01/08/2024**.

Date of review	Reviewer signature	Changes/amendments or any other comments
01/08/2025	K.Franks	No changes, but added to website for public viewing/use.

Scope

This policy applies to all complaints related to the services and activities provided by PAL Fitness & Education CIC, including holiday camps, trips, visits, adapted cycling, cycling coaching, and disability football.

Responsibility

Directors: Overall responsibility for the complaint's procedure.

Designated Safeguarding Lead (DSL): Paul Lewin, responsible for leading the investigation and ensuring the procedure is followed.



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Complaints Procedure

Informal Resolution

Step 1: Raise the Complaint

Complaints should be raised as soon as possible with the relevant staff member or programme coordinator.

Step 2: Initial Response

The staff member or coordinator will attempt to resolve the issue informally within five working days.

Formal Complaint

Step 3: Submit a Formal Complaint

If the complaint is not resolved informally, it should be submitted in writing to the DSL, Paul Lewin, detailing the nature of the complaint.

Step 4: Acknowledgment

The DSL will acknowledge receipt of the complaint within three working days.

Step 5: Investigation

The DSL will conduct a thorough investigation, which may involve interviewing relevant parties and reviewing documentation.

Step 6: Resolution

The DSL will provide a written response detailing the findings and any actions taken within ten working days of acknowledging the complaint.

Appeal

Step 7: Appeal to Directors

If the complainant is not satisfied with the outcome, they may appeal in writing to the Directors within seven working days of receiving the resolution.

Step 8: Directors' Review

The Directors will review the complaint, the investigation, and the resolution, and will provide a final decision within ten working days of receiving the appeal.

Final Decision

Step 9: Communication of Final Decision



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The final decision will be communicated in writing to the complainant. This decision is final and marks the end of the complaints procedure.

Contact Information

- **Designated Safeguarding Lead:** Paul Lewin
- **Directors:** Sue Bentley, Paul Lewin
- **Email:** pal.fitness@outlook.com
- **Phone:** 07979 707967