

Complaints and Discipline Policy

Version	1.0
Effective date	01 February 2026
Review date	01 February 2027
Complaints contact	[Email]

Aim

To resolve concerns fairly, promptly, and respectfully.

Stage 1 - Informal

Where appropriate, raise concerns with the lead coach after the session (not during delivery). We aim to resolve issues quickly.

Stage 2 - Formal complaint

If unresolved, email the complaints contact with:

- What happened (facts and dates).
- Who was involved.
- Any supporting information.
- Your desired outcome.

We aim to acknowledge within 5 working days and provide a written response after investigation.

Investigation

We may speak to staff, witnesses, and review relevant records. We will share outcomes and any actions, respecting confidentiality where required.

Stage 3 - Appeal

If you disagree with the outcome, you can appeal within 10 working days, stating the reasons. A different reviewer will consider the appeal where possible.

Discipline

Breaches of conduct may result in warnings, suspension, or removal depending on severity. Serious matters may be referred to relevant authorities.