



Perfect Aim Archery Ltd Complaints Policy

At Perfect Aim Archery we aim to deliver a high-quality service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Records of all complaints are kept for at least three years.

The Director is usually responsible for dealing with complaints. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. All complaints will be dealt with in the following manner:

Stage one

Complaints about aspects of the session activity:

- The Director will discuss the matter informally and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the individual or parent will be encouraged to discuss the matter with staff concerned.
- If the individual or parent feels that this is not appropriate, the matter will be discussed with the Director, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the individual or parent/carer should put their complaint in writing to the Director. The Director will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days of receipt of the written complaint.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Perfect Aim Archery's practices or policies as a result of the complaint, if applicable.
- Meet relevant parties to discuss the response to the complaint, either together or on an individual basis.

If child protection or wider safeguarding issues are raised, the Director will follow the procedures of the **Safeguarding Policy**. If a criminal act may have been committed, the manager will contact the police.

This policy was adopted by: Perfect Aim Archery Ltd	Date: 04/03/26
To be reviewed: 04/03/27	Signed: <i>Carlie Maddren</i>

Written in accordance with the: *Safeguarding and Welfare Requirements: Complaints [3.84 – 3.85]*.