

# Complaints Policy and Procedure

## Summus Sports Group

The KC Academy is run by Summus Sports Group, Kadeena Cox's management company and as such all complaints are handled by Summus Sports Group.

Summus Sports Group aims to provide a professional and approachable service for members of the public, customers, and service users. Summus Sports Group works hard to ensure a high level of customer service is provided by our employees.

We welcome all comments and feedback about the way we work, whether positive or negative. If you have a complaint or problem, we will aim to resolve it as quickly and efficiently as possible in a personal, fair, and confidential way.

The purpose of our complaints handling procedure is to ensure that we:

- listen and are responsive to people who raise an issue with us
- respond swiftly
- are fair and consistent
- offer solutions and/or explanations
- offer complainants recourse to someone more senior/more independent if they wish
- ensure that staff who are mentioned in complaints receive support
- respect confidentiality
- record complaints consistently, and monitor what we record
- use complaints positively as an opportunity for learning and improvement

### **Safeguarding Children, Young People and Vulnerable Adults**

Summus Sports Group's Safeguarding Policy is available on request.

#### **Step 1 Tell Us:**

Most complaints can be resolved at the initial time of the problem. Please make a member of staff aware if you encounter a problem and they will do their best to resolve it immediately. If your complaint cannot be resolved on the day contact us:

[info@summussports.com](mailto:info@summussports.com)

#### **Step 2 – We will respond to your complaint**

We will acknowledge your complaint within 3 working days of receipt and send a full response within 21 working days. Summus Sports Group will seek to resolve all complaints within this timescale, however if this cannot be done Summus Sports Group will update the complainant on the progress of the complaint.

#### **Review**

Date: 16<sup>th</sup> February 2022

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