

Our mission is to inspire the Tees Valley to be more active.

**Our Challenge:** Collectively the people of Tees Valley are amongst the least active in the country. By being inactive, the people of the Tees Valley are missing out on the social, mental, economic and physical health benefits of physical activity.

Our coaching agency will provide this inspiration, through high quality sports coaching.



Coaching agency

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**Complaints Procedure**

**Introduction**

Whilst Tees Valley Sport Coaching Agency hopes to provide a quality service there may be occasions where individuals or organisations external to the Agency may wish to complain about how its staff or students have acted, and/or the level of service they have received. This Procedure aims to provide a mechanism to deal with genuine complaints in a timely, effective and fair manner. The type of complaint the Agency reserves the right to decline to consider includes but is not limited to:

* Any complaints it considers to be frivolous, vexatious, defamatory, abusive and/or motivated by malice
* Complaints which it determines to be as a result of the private endeavours of its staff or students
* Complaints arising from commercial relationships between the complainant and the Agency where the Agency deems that there is a more appropriate mechanism for dealing with such disputes
* Complaints where the complainant has already formally informed the Agency of their intention to make a legal claim, or has made a legal claim against the Agency.

**2. Early Resolution**

Complainants are encouraged to initially raise their complaint with the person(s) directly concerned as soon as they become aware of the issue with the aim of resolving the complaint quickly and informally. If the complaint cannot easily be resolved in this way the complainant should submit a formal complaint.

**3. What are the timescales for submitting a formal complaint?**

All complaints should be brought to the Agency’s attention at the earliest possible opportunity and, in any event, within three months of the occurrence leading to the complaint. The decision on whether, exceptionally, to accept a late complaint will be at the discretion of the Coaching Agency management. If the decision is not to accept a late complaint, the complaint will be closed.

**4. What information should the formal complaint contain?**

The formal complaint should contain:

* All relevant information relating to the complaint, together with any supporting evidence. This should include relevant dates and times of any particular incidents, the names of any people against whom you are complaining about, and the names of any witnesses who can provide evidence in support of your complaint. It is strongly advised that you keep a copy of your complaint and any supporting documentation submitted to the Agency, as documents will not normally be returned and may be destroyed.
* What outcome(s) you hope to achieve from the process.
* Your name, and contact details, for example correspondence address, email address, or telephone number. A complaint will not normally be dealt with by the Coaching Agency if submitted anonymously.

**5. Confidentiality and Data Protection**

Complaints will be handled with discretion and access to information will only be provided to those who have a legitimate interest for the purposes of facilitating investigations. In determining this, the Agency will have regard to legislative requirements for example, data protection and freedom of information legislation, as well as internal Coaching Agency policies and regulations. Data Protection legislation specifies that individuals have a right to access information concerning them, except in limited circumstances. This means that any third party identified in a complaint, may have an entitlement to access the information that has been written about them on request. Equally, individuals that are the subject of a complaint have a right to understand the nature of the complaint about them in order that the complaint can be adequately investigated and to ensure they are afforded the opportunity to respond.

**6. Making a formal complaint**

6.1 If you wish to submit a formal complaint this should be submitted in writing to: Tees Valley Sport, 1st Floor Waterhouse Building, Borough Road, Middlesbrough, TS1 3BA or via email m.dobinson@tees.ac.uk.  
6.2 The Agency will acknowledge receipt of your formal complaint, and it will be forwarded to the appropriate person for consideration. The Agency will appoint an investigating officer to consider and respond to your formal complaint.   
6.3 A full and considered response will normally be provided to you typically no later than 30 calendar days from the time the formal complaint was received. If the investigation cannot be completed in that time for good reason or the matter is complex, the investigating officer will advise you of a revised timescale.   
6.4 The Agency’s response is final and there is no further right of appeal