

Ultimate Kids Ltd

Complaints Policy



Last updated: 01/09/2022

This document will outline the correct procedure for any complainant should someone have a concern that requires immediate attention. Any complaint regarding any aspect of Ultimate Kids services should be made via letter or email to the Head office. The details of the concern, incident or allegation should be as detailed as possible to allow a comprehensive investigation to be carried out.

All complaints will be dealt with and handled by the Director of Operations, in the absence of this individual the complaint will be passed on to an appropriate member of staff. For example, any Camp related incidents will be passed on to the Camp Coordinator and any School/ Nursery partnership related incidents will be passed on to the Partnership Lead. All complaints will be acknowledged within 48 hours and we will be back in touch with any complainants as soon as practically possible with more information regarding the investigation.

Please note: *At certain times of the year Ultimate Kids get extremely busy and our response time may be affected. If this is the case, we want to reassure you that we will acknowledge your complaint within 7 days.*

Any complaints regarding an Ultimate Kids member of staff, one of our facilities or any other matter regarding Ultimate Kids will be dealt with in the following stages:

Stage One

- Either a coach or coordinator will have an informal conversation with you at the venue and aim to reach a satisfactory solution.

Complaints about an individual colleague:

- If appropriate, we will encourage the parent to discuss the matter with colleagues concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the coordinator or manager. We will then discuss the complaint with the individual concerned and try to reach a satisfactory solution.

Stage Two

If it is impossible to reach a satisfactory solution to the complaint through informal discussion, the parent or carer should put their complaint in writing or email to Ultimate Kids Head Office via hello@ultimatekidsltd.co.uk Head office will then:

- Acknowledge receipt of the letter within 48 hours and investigate the matter within 28 days
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to Ultimate Kids practices or policies as a result of the complaint. A Complaint Form will be completed once requested from Ultimate Kids, this is to include details of action taken, timeline of events and for the parent to express how well the complaint was dealt with.
- Meet relevant parties to discuss Ultimate Kids response to the complaint, either together or on an individual basis.

If child protection issues are raised, we will refer the situation to the company's safeguarding lead, who will follow the procedures of the **Safeguarding Policy**. If a criminal act may have been committed, the Police will be contacted.



Contact Information

Email: hello@ultimatekidsltd.co.uk

Phone: 0151 662 0300

Post: Ultimate Kids Ltd, 154 Sandy Road, Seaforth, L21 1AQ