

Ultimate Kids Ltd

Complaints Policy



Last updated: 27/01/2025

Introduction

At Ultimate Kids Ltd, we are committed to providing high-quality services and ensuring a positive experience for all participants, parents, and partners. This complaints procedure outlines the appropriate steps to be taken should a concern arise that requires immediate attention.

All complaints regarding any aspect of Ultimate Kids services should be submitted via letter or email to our Head Office. Complaints should provide as much detail as possible to allow a thorough investigation to be conducted.

Handling of Complaints

All complaints will be managed by the Director of Operations. In their absence, the complaint will be delegated to an appropriate member of staff. Complaints related to specific areas will be handled as follows:

- **Camp-related incidents** will be directed to the Camp Coordinator.
- **School/Nursery partnership incidents** will be referred to the Partnership Lead.

All complaints will be acknowledged within 48 hours, and complainants will be provided with further information regarding the investigation as soon as practically possible. During peak periods, response times may be affected; however, complaints will be acknowledged within 7 days.

Stages of the Complaints Process

Stage One: Informal Resolution

In the first instance, we encourage complaints to be addressed informally. A coach or coordinator will engage in a conversation with the complainant at the venue to seek a satisfactory resolution.

For complaints regarding individual staff members, the following steps will be taken:

- If appropriate, the complainant will be encouraged to discuss the matter directly with the staff member involved.

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- If direct discussion is not feasible, the coordinator or manager will intervene, discuss the matter with the staff member, and seek a resolution.

Stage Two: Formal Complaint

If the issue is not resolved informally, the complainant should submit their concerns in writing via email or post to the Ultimate Kids Head Office at hello@ultimatekidsltd.co.uk.

Upon receipt of a formal complaint, the following process will be followed:

- Acknowledgment of the complaint within 48 hours.
- Investigation of the complaint within 28 days.
- A written response will be provided to all relevant parties, including any necessary actions or policy changes resulting from the complaint.

A Complaint Form will be provided upon request, which will include:

- Details of the actions taken.
- Timeline of events.
- Opportunity for the complainant to provide feedback on how the complaint was handled.

Safeguarding and Legal Considerations

If the complaint raises safeguarding concerns, it will be referred to the company's designated safeguarding lead, who will follow the procedures outlined in the Safeguarding Policy. In the event of a potential criminal offense, the matter will be reported to the Police.

Contact Information

For all complaints, please use the following contact details:

- **Email:** hello@ultimatekidsltd.co.uk
- **Post:** Ultimate Kids Ltd, 154 Sandy Road, Seaforth, L21 1AQ

Ultimate Kids Ltd is dedicated to addressing all concerns in a professional and timely manner, ensuring that our services continue to meet the highest standards of quality and safety.

