CHELTENHAM
COLLEGE SPORTS CENTRE

Complaints Policy: (including Cheltenham College Sports Centre, Cheltenham College Swim School and Cheltenham College Activity Camp)

Policy Owner: Jonny Burrows
Reviewed by: Andrew Hailes
Approved by: Phil Attwell
Date: July 2026
Next Review: January 2027

The policy is available on the Sports Centre's website and can be provided on request.

The document sets out the process that will be followed if an email complaint is received by one of the departments. Each of these departments at the Sports Centre is managed by a Coordinator and will be the main person to help resolve the complaint.

The designated Coordinators for each department are the Sports Centre Manager (Cheltenham College Sports Centre), Swim School Coordinator (Cheltenham College Swim School) or Activity Camp Coordinator (Cheltenham College Activity Camp).

Cheltenham College Sports Centre recognises that, despite best efforts, customers or service users may have concerns about the services provided. Wherever possible, the staff will aim to resolve such concerns informally at first by discussing the matter with the individual and taking prompt action. If the issue is unresolved, the formal complaints procedure should be followed.

Definitions and recognition of complaints
A complaint or concern might be verbal or written. It could be a comment, a change in interaction (e.g. attitude), or an action (for instance, withdrawal of a child from an activity without explanation).

All staff should be alert to signs that a concern or complaint may exist, be able to recognise them, and know how to proceed. Every complaint or concern, once identified, must be recorded, along with details of subsequent actions. Records are held securely.

Complaints procedure

Stage one - Informal
If a person is dissatisfied or wishes to raise a concern about any aspect of the Sports Centre, Swim School or Activity Camp, they should speak to the relevant Coordinator**.** The Coordinator will then discuss the issue with the Sports Centre Manager. The Coordinator should aim to resolve the concern as swiftly as possible.

Stage two - Formal
If the concern is not resolved informally, the complainant will be asked to submit their concern in writing, providing all the relevant information required.

Upon receipt:
The Coordinator will acknowledge the complaint within **2 working days**.

An internal review will commence involving all staff responsible for that area, along with the Sports Centre Manager, to investigate the causes and nature of the complaint.

Meetings or interviews with staff will be documented and become part of the complaint record.

Once all facts have been gathered, a decision will be made, and the complainant will be informed in writing. This response will detail how the complaint was handled, any changes proposed, and any action.

The outcome will be provided within **7 working days** of receipt of the written complaint. If more time is required, the complainant will be informed of a revised deadline **(with a maximum of 21 days).**

If the complainant remains unsatisfied, they may escalate to Stage 3.

Stage three – Review by the Deputy Bursar
If the complaint is unresolved, it is referred to the Deputy Bursar, who will review all documentation and responses from prior stages. A meeting will be arranged with the complainant (who may bring a friend or family member). Minutes of the meeting will be taken, and the Deputy Bursar and complainant will jointly seek to resolve the complaint.

Stage four – Review Panel
If Stage three does not lead to agreement, the Deputy Bursar, together with a representative of Cheltenham College, will conduct a final review.

Within 7 days (28 days in total), a further meeting or written response will be offered to share the findings, recommendations, and the decision made by the Deputy Bursar/College Representative. The outcome will be communicated to all relevant College staff.

Record keeping
The policy ensures that all complaints, concerns, and compliments are recorded, reviewed, and used to improve our service. Cheltenham College understand that regulators such as Ofsted (Office for Standards in Education) and ISI (Independent Schools Inspectorate) expect records of complaints to be maintained, especially where they relate to the quality of care or service.

In accordance with data protection principles, details of individual complaints will be kept for as long as is considered to be reasonably necessary in the circumstances.

Key contact details
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