

TRAINING CAVE



Policy Title	Compliments, Comments and Complaints Policy
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Next Review Date	11.09.2027
Approved By	Jack Sunderland Director Training Cave Club Ltd

1. Purpose

Training Cave Ltd welcomes feedback about its boxing gym and alternative provision services. Compliments help us recognise effective practice, comments help us understand people's experiences, and complaints give us an opportunity to put matters right and improve our work.

This policy explains how learners, members, parents and carers, schools, local authorities, visitors and other service users can raise feedback. It also sets out how Training Cave will respond fairly, promptly and without disadvantaging anyone because they have made a complaint in good faith.

2. Policy Objectives

This policy covers compliments, comments and complaints about services or actions within Training Cave Ltd's control, including:

- Boxing, fitness, coaching, teaching and learner support;
- Staff conduct and communication;
- Facilities, equipment, accessibility and cleanliness;
- Health and safety, equality, dignity and respect;
- Membership administration and service delivery; and
- The delivery and management of alternative provision placements.

A complaint may be made by a person directly affected or by a representative acting with their authority. A parent or carer may complain for a child. Training Cave may ask for evidence of authority before disclosing confidential information to another representative.

3. Principles

- Complaints will be treated seriously and considered on their merits.
- Informal resolution will be offered where appropriate, but a complainant is not required to use it before making a formal complaint.
- The investigator or reviewer will be impartial and, where possible, will not have been directly involved in the matter.
- Everyone involved will be treated respectfully and given a reasonable opportunity to explain their position.
- Information will be shared only where necessary and lawful. Absolute confidentiality cannot be promised where safeguarding, legal or insurance duties require information to be shared.
- Making a complaint in good faith will not affect a learner's placement, a member's access to services or the treatment they receive.
- The response will explain the findings and any remedy, while protecting other people's confidential information.

4. Accessibility and Support

Training Cave will accept complaints by email, letter, telephone or in person. A complaint does not have to use legal language or a special form. Staff will help a child, young person or anyone with communication or accessibility needs to record their complaint. Reasonable adjustments may include accepting an audio account, using an advocate, arranging a suitable meeting or providing information in another accessible format.

Learners will be told how to raise a concern and may speak to any trusted member of staff. They may be supported by a parent, carer, advocate, school representative or another appropriate adult. Staff must record and pass on a learner's complaint rather than requiring the learner to repeat it unnecessarily.

5. Matters Handled Under Another Procedure

Some concerns require a different response. Training Cave will explain the route being used and, where a complaint contains several issues, may consider different parts under different procedures.

- A concern that a child may be at risk of harm will be referred immediately to the Designated Safeguarding Lead under the Child Protection and Safeguarding Policy. Immediate danger must be reported to the police or emergency services by calling 999.
- An allegation that an adult working with children may have harmed a child, committed an offence against a child or may pose a risk to children will be managed under safeguarding and allegations procedures, including consultation with the Local Authority Designated Officer where the threshold may be met. It will not be investigated first as an ordinary complaint.
- Employees must normally use the staff grievance procedure for concerns about their own employment. Whistleblowing concerns will be handled under the whistleblowing arrangements.
- Data protection complaints and information-rights requests will be handled under the Data Protection Policy and the applicable legal timescales, even if they are submitted through this complaints route.
- Decisions made by a commissioning school or local authority, including decisions about the commissioning, continuation or ending of a placement, should be raised with that body. Training Cave will still consider any complaint about its own actions or service.
- Matters that are subject to police, court, safeguarding, insurance or regulatory action may require the complaint process to be paused or adapted so that it does not prejudice that process.

6. Compliments and Comments

Compliments and comments may be given to any member of staff or sent to info@trainingcave.co.uk. They may be recorded and shared with relevant staff for recognition, quality monitoring and service improvement. Personal information will

not be used publicly without an appropriate lawful basis and permission where required.

7. How To Make A Complaint

A complaint should be raised as soon as possible so that information can be checked while it is available. Training Cave will normally accept a complaint made within three months of the event or, where a series of events is involved, within three months of the most recent event. A later complaint may be accepted where there is a reasonable explanation for the delay, the complainant is a child or vulnerable person, safeguarding is involved, or it remains possible and fair to investigate.

Complaints can be made:

- By email to info@trainingcave.co.uk;
- By post or sealed letter marked Private and Confidential for the attention of the Director;
- By telephone or in person, with a staff member making a written record for the complainant to check where practicable; or
- Through the commissioning school or local authority, which may pass the complaint to Training Cave with the complainant's knowledge.

The complainant should provide their name and preferred contact details, what happened, relevant dates and people, how they were affected, any supporting information and what outcome they are seeking. A complaint will not be rejected merely because some information is unavailable.

8. Anonymous Complaints

Training Cave will consider an anonymous complaint where it contains enough information to identify a possible safeguarding, safety, legal or service concern. The organisation may be unable to provide an outcome or complete a full investigation if it cannot clarify the issues or contact the complainant.

9. Complaint Stages

Stage	Lead	What happens	Target Time
1	Relevant Manager	Informal discussion and proportionate action where the complainant agrees this is suitable	Normally within 5 working days
2	Director or appointed investigator	Formal investigation, written findings and outcome	Acknowledgement within 3 working

			days, outcome normally within 15 working days
3	Uninvolved director or independent reviewer	Review whether the complaint was handled fairly and whether the outcome was reasonable on the available information.	Request within 10 working days, review outcome normally within 15 working days.

9.1 Stage 1 Informal Resolution

.Where appropriate, a manager will listen to the concern, clarify the outcome sought and try to resolve it promptly. The agreed action will be recorded. A complainant may move directly to Stage 2 if the issue is serious, informal handling is unsuitable or they do not want an informal discussion.

9.2 Stage 2 Formal Complaint

Training Cave will acknowledge a formal complaint within three working days. The acknowledgement will identify the person handling it, the issues understood and the expected response date. If the issues are unclear, the investigator may ask the complainant to confirm them. This will not be used to create an unnecessary barrier or delay.

The investigator may review records, speak to relevant people and request further information. People whose actions are criticised will normally be told the substance of the complaint and given a fair opportunity to respond, unless doing so would create a safeguarding risk or prejudice another process.

A written outcome will normally be issued within 15 working days. It will state whether each complaint is upheld, partly upheld, not upheld or cannot be determined; explain the reasons; identify any appropriate remedy or improvement; and explain how to request a review. If more time is needed, Training Cave will explain why and provide a revised date.

9.3 Review

A complainant who remains dissatisfied may request a review within 10 working days of the Stage 2 response. The request should explain what remains unresolved and why. The review is not normally a complete reinvestigation. It will consider whether the procedure was fair, relevant evidence was considered, the conclusions were reasonable and any remedy was appropriate.

The reviewer will not have been directly involved where this is reasonably practicable. Because Training Cave is a small organisation, an independent person may be appointed where no uninvolved director is available. The Stage 3 response is Training Cave's final internal decision.

10. Complaints about the Director

A complaint about Jack Sunderland in his role as Director should be sent to info@trainingcave.co.uk and marked Private and Confidential for another Director. It will be handled by an uninvolved director or an appropriately independent person. If the complaint concerns all available directors, Training Cave will appoint a suitably independent reviewer. The person complained about will not decide the outcome or review of their own complaint.

11. Safeguarding and immediate risk

The complaints process must never delay action to protect a child or respond to an immediate health and safety risk. Staff receiving such information must contact the Designated Safeguarding Lead immediately and follow the safeguarding or emergency procedure. Training Cave may limit the information included in a complaint response where disclosure could place a person at risk, breach confidentiality or interfere with an external investigation.

12. Outcomes and Remedies

Where a complaint is upheld or partly upheld, Training Cave will take action that is proportionate and within its control.

This may include:

- An explanation, acknowledgement or apology;
- Correcting an error or reconsidering a service decision within Training Cave's authority;
- Agreeing practical support or communication arrangements;
- Staff guidance, supervision or training;
- Reviewing a risk assessment, procedure or service arrangement; or
- Referring a matter to a commissioner, safeguarding agency, insurer, regulator or other appropriate body.

A complaint outcome will not disclose confidential employment action or another person's personal information unless there is a lawful basis to do so.

13. External Routes

After Training Cave's process has concluded, or sooner where the matter requires it, the complainant may contact another body with responsibility for the issue:

- The referring school or commissioning local authority for concerns about the placement, commissioning decision or oversight of alternative provision;
- The Information Commissioner's Office for a data protection complaint;
- England Boxing for a matter within its rules or safeguarding remit, where Training Cave or the activity is affiliated and the issue falls within its jurisdiction;
- The police, children's social care or the Local Authority Designated Officer for relevant safeguarding or criminal concerns; or
- Citizens Advice or another appropriate consumer route for a dispute about paid gym services or membership terms.

Training Cave will provide relevant contact information where it can identify the appropriate route. It will not suggest that Ofsted or the Department for Education can determine an individual complaint about an independent unregistered provider unless that body has confirmed the matter falls within its remit.

14. Confidentiality and Data Protection

Complaint information will be handled in accordance with the Data Protection Policy and applicable data protection law. Information will be limited to people who need it to consider the complaint, protect a person, obtain advice, meet contractual or legal duties, or implement an outcome.

Data protection complaints and rights requests will be identified and tracked separately where required. Complainants will be told about their right to contact the Information Commissioner's Office when applicable. Complaint correspondence should not normally be sent through social media because it may be insecure and may not reach the appropriate person.

15. Records and Retention

Training Cave will maintain a secure complaints register recording the date, broad subject, stage, responsible person, outcome, actions and closure date. Records will distinguish allegations from established findings and will record any safeguarding or external referral separately in the appropriate system.

Complaint records will normally be retained for six years after closure. They may be kept for longer where safeguarding, insurance, legal proceedings, contractual requirements or the organisation's retention schedule require it. Records that are no longer needed will be securely deleted or destroyed.

17. Learning and Monitoring

The Director will monitor complaint themes, response times, outcomes and completed actions. Information will be used to improve services, staff practice, risk management and communication. Reports used for governance or service review will be anonymised where appropriate.

18. Policy Review

This policy will be reviewed at least annually and sooner following a significant complaint, a change in law or guidance, a change in commissioning arrangements, or evidence that the procedure is not working effectively. Material changes will be communicated to staff and the current public version will be available on the Training Cave website.

19. Contact Details

- **Email:** info@trainingcave.co.uk
- **Address:**
Training Cave Club Ltd
Unit 10, Carrmills Business Centre
Birstall
WF17 9JX
- **Complaint about Director**

Mark Private and Confidential for another Director

Training Cave Club Ltd values all feedback and is committed to learning from both positive and negative experiences to improve the service we provide.