



Complaints Policy – CM Sports	
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At CM Sports, we aim to deliver outstanding sports coaching and create a positive experience for every child, parent, school, and partner we work with. We know that, from time to time, concerns may arise — and when they do, we want to hear about them so we can put things right and keep improving.

#### *How to Raise a Concern*

If you're unhappy with any part of our service, we encourage you to speak to us. You can get in touch in whichever way works best for you:

Phone: 02392 987881

Email: [info@cm-sports.co.uk](mailto:info@cm-sports.co.uk)

Post: CM Sports, Unit 2, Ham Barn Farm, Farnham Road, Liss, GU33 6LB

Or speak directly with a coach or member of staff at one of our sessions.

#### *To help us respond quickly, please provide:*

Your name and contact information

Details of your concern (what happened, when, and who was involved)

What you'd like us to do to help

#### *What Happens Next*

##### Step 1 – Informal Resolution

We'll always try to resolve things informally first. Often, a quick chat with a staff member or coach can clear things up on the spot.

##### Step 2 – Formal Complaint

If your concern needs further investigation or can't be resolved informally, you can submit a formal complaint to our management team.

We'll acknowledge your complaint within 3 working days.

We'll carry out a full investigation.

You'll receive a full response within 10 working days.

### Step 3 – Further Review

If you're not satisfied with our response, you can ask for a senior member of the CM Sports team to review the case. We'll carry out a final review and respond within 10 working days.

### *Safeguarding Concerns*

If your complaint involves the safety or wellbeing of a child, we will handle it in line with our Safeguarding Policy. This may involve working with the appropriate authorities to ensure children are protected at all times.