



CM SPORTS

Complaints Policy

Responsible Person	Directors
Version Date	September 2026
Review Date	September 2027

Purpose

CM Sports aims to provide high-quality sports coaching and a safe, positive experience for children, parents/carers, schools and partners. We welcome complaints and concerns because they help us identify problems, improve practice and maintain safe services.

Scope

This policy covers complaints about CM Sports services, communication, administration, coaching or conduct where the matter is not being managed under a more specific safeguarding, allegation, disciplinary or grievance procedure.

How to raise a complaint

- Phone: 02392 987881
- Email: info@cm-sports.co.uk
- Post: CM Sports, Unit 2, Ham Barn Farm, Farnham Road, Liss, GU33 6LB
- Directly with a coach or member of staff at a session, who must pass the complaint to the appropriate manager.

Where possible, provide your name and contact details, what happened, when it happened, who was involved and what outcome you are seeking. A complaint does not need to use a particular form of words.

Safeguarding takes priority

If a complaint contains information suggesting that a child may be at risk of harm, abuse or neglect, or that an adult working with children may have behaved in a way that raises a safeguarding concern, it must be passed immediately to the Designated Safeguarding Lead/appropriate safeguarding lead and handled under the Safeguarding and Child Protection Policy and relevant allegations procedures.

The safeguarding response must not be delayed while the complaint is investigated. The person making the complaint should not be asked to prove the allegation or conduct their own investigation.

Complaint process

Stage 1 – Informal resolution

Where appropriate and safe, CM Sports will try to resolve straightforward service concerns promptly through discussion with the relevant member of staff or manager. Informal resolution is not appropriate where it could compromise a safeguarding or disciplinary process.

Stage 2 – Formal complaint

A formal complaint will be acknowledged within 3 working days where practicable. CM Sports will review the information, speak to relevant people as appropriate, consider records and provide a written response normally within 10 working days. If more time is needed, the complainant will be informed.

Stage 3 – Review

If the complainant remains dissatisfied, they may request a review by a senior member of CM Sports management. The review will consider whether the complaint was handled fairly and whether any further action is required. A final response will normally be provided within 10 working days.

Confidentiality and records

Complaints will be handled as confidentially as possible. Information will be shared only with those who need it for the purpose of responding, investigating or safeguarding, subject to legal requirements. Records will be kept securely in accordance with CM Sports data-protection arrangements.

Complaints involving staff

Where a complaint concerns the conduct of a member of staff, CM Sports will consider whether it should be handled as an allegation against an adult working with children, a disciplinary matter, a safeguarding concern or a service complaint. Relevant safeguarding procedures will take precedence where necessary. unreasonable or abusive behaviour

CM Sports will listen to complaints and will not treat a complainant adversely simply because they raise a concern. However, threatening, abusive or discriminatory behaviour may be managed under the Violence and Aggression Policy and other relevant procedures.

Monitoring

Directors will monitor complaints to identify recurring issues, safeguarding themes, training needs and opportunities for service improvement.