



COMPLAINTS POLICY

Version: 1.0

Effective from: 6th March
2026

Review due: Jan 2027



contact@jonesbadmintonacademy.co.uk



www.jonesbadmintonacademy.co.uk

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1. Purpose

Jones Badminton Academy (JBA) is committed to providing a safe, inclusive, and positive environment for all players, families, staff, and volunteers.

We take all concerns and complaints seriously and aim to deal with them promptly, fairly, sensitively, and efficiently. We encourage open communication and welcome feedback, as this supports continuous improvement of our academy provision.

All complaints will be recorded and investigated in line with this policy.

2. Objectives

JBA aims to ensure that:

- This Complaints Policy is publicly available via the JBA website
- All complaints are handled consistently, fairly, and within clear timescales
- Complaints are recorded and reviewed to support learning and improvement
- Complaints are treated confidentially wherever possible, unless escalation to external agencies is required (e.g. Police or Children's Services)
- Complainants are kept informed of outcomes
- Complaints are managed in line with this published procedure

3. What is a complaint?

A complaint is an expression of dissatisfaction about:

- Coaching practice or conduct
- Behaviour of staff, volunteers, or players
- Organisational decisions
- Health, safety, or welfare concerns
- Service delivery

This policy does not cover:

- General feedback or suggestions
- Routine session queries
- Minor issues resolved informally at session level

These should initially be raised directly with the session coach or Head Coach as a concern.

4. Concerns vs complaints

JBA distinguishes between concerns and complaints.

A concern is an issue raised informally and early, giving JBA the opportunity to resolve it quickly.

A complaint is a formal expression of dissatisfaction that requires investigation.

Parents, players, or staff are encouraged to raise concerns directly with the Head Coach or session coach wherever possible to prevent escalation.

If a concern is not resolved appropriately, it may be progressed through the formal complaints procedure.

5. Safeguarding complaints

Where a complaint relates to the welfare or safety of a child or adult at risk, JBA will manage the matter in line with its Safeguarding Policy and may involve external agencies where required.

Safeguarding concerns take priority over this complaints procedure.

6. Whistleblowing

Concerns relating to serious misconduct, unsafe practice, or safeguarding failures may be raised under JBA's Whistleblowing Policy.

Whistleblowing allows individuals to raise concerns confidentially and without fear of reprisal.

7. How to make a complaint

Complaints may be made:

- In writing (email preferred), or
- Verbally to the Head Coach or lead coach (who can assist in recording the complaint)

All complaints should be sent to:

- sam@jonesbadmintonacademy.co.uk

Complaints should include:

- Name and contact details of the complainant
- Date(s) of the incident(s)
- Clear description of the concern
- Names of individuals involved (where known)
- Any supporting information
- Desired outcome or resolution

8. What you can expect from JBA

Complainants can expect:

- Acknowledgement of their complaint
- Fair and impartial handling
- Confidentiality where possible
- Clear communication
- Written outcomes
- Proportionate action where complaints are upheld

Timescales will be adhered to wherever possible, and holding updates will be provided if delays occur.

9. Complaints procedure

JBA operates a two-stage complaints process.

Stage one – Complaint

- Complaints are acknowledged within 5 working days of receipt.
- The Head Coach will review the complaint and may attempt informal resolution where appropriate (e.g. clarification or apology).
- If unresolved or serious, the complaint progresses to Stage Two.

Stage two – Investigation

- All formal complaints are investigated by the Head Coach (Samuel Jones).
- Investigation begins within 7 days of receipt.
- Relevant individuals may be interviewed within 14 days where required.
- A written response will be issued no later than 14 days after the final interview.

The response may include:

- Findings of the investigation
- Any actions or recommendations
- Policy or procedural changes
- Training or support measures
- An apology where appropriate

Where timescales cannot be met, a holding response will be issued explaining the delay.

10. Recording and monitoring

All complaints are recorded securely and monitored to identify trends and support continuous improvement.

11. External escalation

If the complainant remains dissatisfied following completion of JBA's internal process, they may escalate externally to relevant bodies, depending on the nature of the complaint. This may include:

- Local authority services
- Safeguarding partners
- Sport governing bodies
- The Police or Children's Services (for safeguarding matters)

JBA will cooperate fully with any external investigation.

12. Commitment to positive outcomes

JBA's aim throughout is to achieve positive, proportionate outcomes that support learning, safety, and wellbeing.

We value complaints as an opportunity to reflect, improve practice, and strengthen relationships within our academy community.

13. Review

This policy will be reviewed annually or sooner if guidance or organisational practice changes.

