NETTY'S FITNESS FUN

Complaints Procedure

Policy owner	Netty's Fitness Fun
Policy date	September 2026
Review date	September 2027

1. Purpose

Netty's Fitness Fun aims to provide safe, welcoming and enjoyable fitness sessions for children and a friendly, professional service for parents and carers.

We welcome feedback and take concerns seriously. This procedure explains how a parent/carer or other person can raise a complaint and how Netty's Fitness Fun will respond.

2. Our approach

We aim to deal with complaints fairly, respectfully and as quickly as reasonably possible.

Making a complaint will not affect how a child is treated at Netty's Fitness Fun. Information relating to a complaint will be handled sensitively and shared only where necessary to investigate or respond appropriately.

3. Raising a concern informally

Where appropriate, we encourage parents/carers to raise minor concerns with the session leader as soon as possible. Many issues can be resolved quickly through a conversation.

If the concern cannot be resolved informally, or the person would prefer to make a formal complaint, the procedure below should be followed.

4. Making a formal complaint

A formal complaint should preferably be made in writing by email to:

info@nettysfitnessfun.co.uk

Please include, where possible:
- Your name and contact details.
- The child's name, where relevant.
- What happened and when.
- Any action already taken to try to resolve the issue.
- What you would like Netty's Fitness Fun to consider or do.

If writing is difficult, please contact us so that a reasonable alternative way of providing the information can be agreed.

5. How we will respond

Netty's Fitness Fun will aim to acknowledge a formal complaint within 3 working days.

The complaint will then be considered carefully. This may involve reviewing relevant records, speaking to people involved and asking the complainant for further information.

We will aim to provide a written response within 10 working days of receiving the complaint. If more time is needed because the matter is complex, we will explain this and provide an update.

The response will explain the outcome and, where appropriate, any action that will be taken.

6. Complaints involving safeguarding

If a complaint raises a concern about the safety or welfare of a child, it will be treated as a safeguarding matter rather than handled only through the ordinary complaints process.

Netty's Fitness Fun will follow its Safeguarding Children Policy and Child Protection Policy and, where necessary, contact the appropriate safeguarding authority or emergency services.

A safeguarding concern will not be delayed while a complaint is being investigated.

7. Complaints about the session leader or business owner

Where a complaint concerns the person who normally handles complaints, it will still be recorded and considered objectively.

Where the complaint involves an allegation that an adult has harmed, abused or behaved inappropriately towards a child, the matter will be referred for appropriate safeguarding advice and will not be investigated solely as an internal complaint.

8. Confidentiality and records

A record will be kept of formal complaints, the main issues raised, the response provided and any action taken.

Complaint records will be stored securely and handled in accordance with the Netty's Fitness Fun Privacy & Data Protection Policy.

Information will only be shared with people who need it in order to deal with the complaint, meet a legal or safeguarding responsibility, or protect a child.

9. Unreasonable or abusive behaviour

Netty's Fitness Fun will always aim to respond politely and fairly to genuine concerns.

However, threatening, abusive, discriminatory or persistently unreasonable behaviour towards children, parents/carers, staff, volunteers or venue personnel will not be accepted. Reasonable boundaries may be placed on communication where necessary, without preventing legitimate safeguarding concerns from being raised.

10. Learning from complaints

Complaints and feedback may be used to identify improvements to sessions, procedures, communication or safety arrangements.

Where appropriate, policies or working practices will be reviewed following a complaint.

11. Review

This procedure will be reviewed annually or sooner if there is a significant complaint, a change in the way Netty's Fitness Fun operates, or relevant requirements change.

Signed: _____

Name: A. Copeman-Lamoureux

Date: September 2026

Next review: September 2027