The Keep Fit Association

Complaints Policy

Introduction

Keep Fit Association has its own developed and applied complaints policy. This covers all members, staff and volunteers across the Keep Fit Association. Including those participating in Keep Fit Association training.

We review this policy to ensure it aligns with our organizational objectives and conduct continues to meet the requirements of laws and statute, meets changing policy needs and direction and to test for any updates an annual review to test for any necessary updates. Any revisions relating to teachers and training participants will be ratified by the National Training and Qualifications Committee.

We are proud that we adhere to and apply the very best professional standards in all that we do as an organization and our policies are part of that professional environment.

These policies are disseminated throughout the organization and annual consultation take place to allow all staff, teachers, members and volunteers to be part of the process. In addition to the National Keep Fit Association board, all local Keep Fit Association's commit to them via an annual declaration of the regional chairs.

Thanks goes to all that have contributed to this document and for those officers and volunteers that continuously ensure we maintain our high organizational standards. With special thanks to Sport and Recreation Alliance, EMD UK and Active IQ for their help, advice and sharing of resources in the development of these policies.

This document is accessible to all prospective students prior to attendance on any of the Keep Fit Association training courses and continuing professional development days, allowing them direct and transparent access to all our policies and procedures. The policies are also available to download via our website.

Review template

Review date	Review official	Actions taken
September 2021	Board meeting	Annual Review no changes.
December 2022	Board meeting	Annual Review no changes.

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Keep Fit Association Board Director owner for this policy - KFA Equity Officer

Complaints Policy

1.1 The Keep Fit Association (KFA) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the individual that has made the complaint.

1.2 The KFA is committed to maintaining professional standards. Our Complaints Policy and Procedures set out to provide protection to members of the Association and a mechanism for protecting the name of the KFA and its professional standards.

2. **Our policy is:**

2.1 To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint

2.2 To publicise our complaints policy and procedures so that our members know how to contact us to make a complaint

2.3 To make sure everyone within the KFA knows what to do if a complaint is received

2.4 To make sure all complaints are investigated fairly and dealt with in a consistent and timely manner

2.5 To make sure that complaints are resolved and that relationships are repaired

2.6 To gather information which helps us to improve what we do

3. Definition of a Complaint

3.1 An expression of dissatisfaction with the services provided by an organisation or individual, whether verbal or written, which calls for a response.

4. Who can make a Complaint?

- KFA Members, Teachers, Trainers
- A KFA Committee or Committee member
- Student on a KFA training event
- A member of the public attending or participating a KFA event

4.1 A complaint must be made directly by the complainant by email or in writing.

5. **Confidentiality**

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5.1 All complaint information will be handled sensitively, telling only those who need to know and managed in accordance with any relevant data protection requirements.

6.Responsibility

6.1 Overall responsibility for this policy and its implementation lies with the Board of Directors for the Keep Fit Association.

6.2 Teachers and Trainers are required to ensure that their clients know they adhere to the KFA complaints procedure and the Keep Fit Association Code of Ethics.

6.3 The KFA Complaints Policy can be obtained by contacting the KFA Equity Officer on Email: mwkfa@btinternet.com, Telephone: 0116 2740692 or downloaded from the KFA Website: www.keepfit.org.uk

7. How to make a Complaint

7.1 In the first instance, you should try an informal approach directly with the individual(s) concerned to agree what action will be taken by both/all parties to resolve the issue of the complaint. We hope that many complaints can be dealt with quickly and informally.

7.2 If the informal approach proves to be unsatisfactory, then you may wish to register a formal complaint. Formal complaints should be made by email or in writing to the KFA Equity Officer, 14 Graylands Estate. Langhurstwood Road, Horsham, West Sussex. RH12 4QD.

7.3 It is helpful when registering a formal complaint if you can provide us with concise details about the problem and your preferred outcome to rectify the issue.

8. What complaints are accepted?

8.1 We accept complaints about how you have been treated by any member (includes Teachers, Trainers, Committee Members) of the KFA.

8.2 We have a few basic rules for the acceptance of complaints:

8.2.1 Complaints must be raised within three calendar months of the incident taking place. We do not deal with complaints that are older than three calendar months.

8.2.2 The supporting evidence must include the date of the incident, the individual(s) involved, a description of the incident, any witness statement(s) and any other evidence to be considered.

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8.2.3 We do not accept complaints that are raised on behalf of or regarding other people (except by parents/carers about the treatment of their children and/or vulnerable adults). Refer to the EMD UK Safeguarding Policy.

8.2.4 We do not accept complaints that are broadly or substantively the same as a previous complaint.

8.2.5 We do not progress complaints that we believe to be vexatious or malicious.

9. What happens next?

9.1 The KFA Equity Officer will review the complaint received and whether attempts have been made to resolve this informally / locally.

9.2 The KFA Equity Officer may need to speak to you and a number of other people to fully understand your complaint and the circumstances surrounding it.

9.3 The KFA Equity Officer will make a decision about whether the complaint is appropriate to these procedures or not and the actions that will be taken as a result.

9.4 If the complaint complies with the terms laid out under the section 'How to make a Complaint", the complaint will be taken forward and the KFA Equity Officer will notify both the complainant and the alleged offender(s) accordingly.

9.5 The alleged offender(s) will also be asked to submit evidence in response to the allegation.

9.6 The KFA Equity Officer will select 3 independent members who will form a panel to scrutinise and consider the written evidence submitted by both parties.

9.7 A Chair of the Panel will be appointed and the KFA Equity Officer will notify the complainant and the alleged offender(s) of the names of the panel members but no contact is to be made to them as this will invalidate the complaint.

10. Resolving a Complaint

10.1 The complainant and the alleged offender(s) have the right for a 30 minute oral hearing with the panel via a video link.

10.2 In the event that the complainant and/or the alleged offender(s) do not wish to exercise their right to the oral hearing, the panel will consider the written evidence from both parties and reach a unanimous decision on whether the complaint is upheld or dismissed.

10.3 The Panel chair will inform the KFA Equity Officer, by email, of the reasons to support their decision.

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10.4 The KFA Equity Officer will notify the both parties of the decision by letter within 7 working days after the hearing.

10.5 The complainant has the right to appeal against either:

- the reasons for the decision of the hearing
- any sanctions imposed
- provided it is put in writing to the Equity Officer within 28 days of the date of the decision letter but no further evidence can be submitted.

11. **Appeals Process for Complaints**

11.1 The Equity Officer will select 3 National Committee members to form an Appeals Panel.

11.2 The purpose of the Appeals Panel is not to hear the complaint again.

11.3 The purpose of the Appeals Panel is to review the Complaints Panel summary of findings and

11.4 Reach a unanimous decision on whether the complaint is upheld or dismissed.

11.5 The decision of the Appeals Panel is final and will be notified to all parties[1] by the KFA Equity Officer by letter within 7 working days of the hearing date.

11.6 No further correspondence will be entered into.

Contact Us

If you have any queries about the contents of any of the policies listed here, please contact our support team on: kfa@emduk.org

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