

Complaints Procedure

Step 1

Any parent (or other interested party) that is uneasy about an aspect of Innov8 Sportz C.I.C's provision talks over, first of all, his/her worries and anxieties with the head coach or a managing director.

Step 2

If the matter is not adequately resolved, or recurs, the complaint should be put in writing to Innov8 Sportz C.I.C. Innov8 Sportz will aim to find a resolution to the matter within 28 days of receiving a written complaint.

Step 3

If the complaint cannot be informally resolved at step 1 or step 2, the complainant should request a meeting with Innov8 Sports C.I.C.

Step 4

If parties cannot reach an agreement, an external mediator is invited to help. A mediator has no legal powers but can help to define the problem, review the action so far and suggest resolutions.

Step 5

All parties meet to decide upon an appropriate course of action to reach a conclusion. The mediator may be present. Copies of a record of the meeting are signed to signify the procedure has concluded.

Step 6

At any step of the procedure any parent (or other interested party) may contact Ofsted on 0300 123 1231 or by email to enquiries@ofsted.gov.uk for assistance or to make a complaint.



**INNOV8
SPORTZ**
Community Interest Company

Company No: 813939

Hungerford Ofsted URN:
EY482090

Registered Office:
Uffcott 3, Elcot Mews,
Elcot Lane,
Marlborough SN8 2BG

Director Contacts:
Terry Bathe: M:07837 535 499
E:terry.innov8sportzcic@gmail.com

Jan Loughlin: M:07810 508 597
E:jan.innov8sportzcic@gmail.com