

# Complaints Procedure

## 1. Introduction

We always aim to provide a high standard of care in all of our services.

Our customers' views are important to us and help to ensure our coaching services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, then we will tell the council's safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes.

## 2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and/or their friends and family, can make a suggestion.

First you should speak to one of the head coaches (Andy [andym@go4goal.org.uk](mailto:andym@go4goal.org.uk) / Paul [paulj@go4goal.org.uk](mailto:paulj@go4goal.org.uk) / Jon [jonl@go4goal.org.uk](mailto:jonl@go4goal.org.uk))

If the suggestion is something that Go4Goal as a company needs to consider then you can send it to:

**Address** - Go4Goal, 198 Portsmouth Road, Cobham, Surrey, KT11 1HS

**Email** - [admin@go4goal.org.uk](mailto:admin@go4goal.org.uk)

## 3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service that we provide. We treat all complaints in confidence.

Go4Goal assures customers and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

## 4. Who can complain?

Anyone affected by the way Go4Goal provides services can make a complaint. A representative may complain for the affected person if they:

- have passed away
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

## 5. How you can make a complaint

You can complain:

- In person
- By telephone (0207 859 4347)
- Through a member of our staff (such as a coach or member of our admin team)
- Through an advocate or representative

- By letter (see address above)
- By email (see email address above)

## **6. Anonymous complaints**

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so that we can tell you the outcome of our investigation.

## **7. Responsibility**

The Manager of Go4Goal has overall responsibility for dealing with all complaints made about the service we provide. We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

## **8. How we handle complaints**

The Manager of Go4Goal may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will be able to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

## **9. Time limits**

You should complain as soon as you can after the event occurred or came to your notice. If you complain more than six months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

## **10. Further steps**

At any stage during the process, if you are not happy with the way the member of staff are dealing with your complaint you can contact the manager of Go4Goal at:

Go4Goal

(address) 198 Portsmouth Road, Cobham, Surrey, KT11 1HS

(tel) 01932 576 946

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Local Government Ombudsman (LGO) and ask for it to be reviewed. The LGO provides a free independent service.

You can contact the LGO at:  
(tel) 0300 061 0614  
(web): [www.lgo.org.uk](http://www.lgo.org.uk)

\* We can provide this policy in other languages or in other formats on request