

Complaints Procedure

Should a job applicant, employee, volunteer, member or learner wish to complain about any services provided by Parkour UK they are advised to follow the procedure stated below. In the unlikely event that this procedure is exhausted and remain dissatisfied with the decision made by Parkour UK, they may take their complaint to an independent arbitrator.

It is ultimately the responsibility of the President, Chairman, CEO and members of the Board to ensure that this procedure is published and is fully understood.

Stage 1

An informal complaint can be made to Parkour UK. Parkour UK will discuss the complaint with the job applicant, employee, volunteer, member or learner and attempt to agree a way forward or a solution that suits both parties. Sufficient time to investigate or remedy the grievance shall be given. Job applicant, employee, volunteer, member or learner should voice their complaint within 20 working days of the incident which they are dissatisfied.

Stage 2

If the complaint cannot be resolved informally to the satisfactorily, or if an informal complaint cannot be made, the complaint should be submitted in writing using the Parkour UK Complaints Form to the Chairman of the Board. The complaint form shall be used to provide a detailed account of the grievance. The Chairman will write to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken. The Chairman or appointed nominees from the Board of directors will carry out an investigation and will write within 20 working days with their findings and a decision as to whether the complaint was justified.

All Stage 2 complaints should be sent to:

The Chairman
Parkour UK
4th Floor
Burwood House
14 – 16 Caxton Street
London
SW1H 0QT

Stage 3

If Stage 1 and/or 2 of the complaints procedure are completed and you are still dissatisfied with the outcome, you have the right to take their complaint to an independent arbitrator within 20 working days of the decision being communicated to you. This may include organisations such as Sport Resolutions.

Complaint Form

Stage 1

Before completing this form, you are advised to follow Stage 1 of the complaints procedure and initially try to rectify the issue prior to submitting a formal complaint.

Stage 2

You are required to complete this form and forward it to the Chairman electronically or through the postal address below.

Name:	
Address:	
Email address:	
Contact number:	
Date complaint submitted:	
Date on course/assessment:	If relevant

Describe the nature of your complaint as fully as possible:



Please attach an additional sheet is necessary.

Signature of complainant:		Date:	
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