



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 Chair, Chief Executive, and 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 or if an informal complaint cannot be made, the complaint should be submitted in writing using the Parkour UK Complaints Form to the Chair of the Board.

The complaint form shall be used to provide a detailed account of the grievance.

The Chair will write to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken. The Chair 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: complaints@parkour.uk by email or: The Chair Parkour UK 176 Pontefract Road, Cudworth, Barnsley, England, S72 8BE

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 Chair via post or email (details are at the bottom of the page)

Name:			
Address:			
Email address:			
Contact number:			
Date complaint submitted:			
Describe the nature of your complaint as fully as possible:	Please attach an additional sheet is necessary.		
Signature of complainant:		Date	

Please return this form to: The Chair, 176 Pontefract Road, Cudworth, Barnsley, England, S72 8BE or complaints@parkour.uk