

Complaints and Feedback Policy

This policy is intended to contribute to the effective management of Parkour UK by giving members, workforce, participants, parents, volunteers and any other individuals or organisations a means of receiving and addressing complaints and feedback.

In certain situations, this policy will be preceded by other policies, for example:

- Safeguarding concerns must be raised immediately to Parkour UK's Safeguarding Team via safeguarding@parkour.uk
- Whistleblowing or allegations of serious misconduct in the public interest will be handled under the [whistleblowing policy](#).

Policy Statement

Parkour UK takes all feedback and complaints from members of the public and its service users seriously and welcomes all feedback, including compliments.

Complaints can be difficult for everyone, but not addressing issues can often lead to more distress. It is essential that all complaints are addressed fairly and consistently and within a short time frame.

General Principles

- Parkour UK staff and volunteers are representing the organisation during their day-to-day activities and every act will reflect upon the NGB, whether good or bad.
- Any staff member or volunteer may receive feedback or a complaint regarding the level of service that Parkour UK is providing. The initial contact is important and will set the tone for how the service user feels they have been treated.
- Any feedback or complaint should be directed to the appropriate head of team along with the Head of Development.
- All complaints received will be acknowledged and necessary enquiries conducted to establish the facts. Where the complainant does not wish to provide their contact details, the complaint will still be processed, and an investigation will take place where evidence is available to support the complaint.

Parkour UK is committed to providing a high standard of service and continually strive to meet public expectations. From time-to-time things may go wrong or are perceived by others to have gone wrong. When this occurs, we will:

- Treat the complaint and complainant with respect and dignity and deal with them fairly and sympathetically.
- Try to resolve complaints locally and informally where possible.
- Ensure that complaints are resolved in an appropriate, professional and timely manner.

- Treat all complaints sensitively and only discuss them with those who are directly involved in trying to resolve the issue.
- Listen to people involved and decide on any action based on the available evidence.
- Use a consistent approach to resolving complaints ensuring impartiality and fairness.
- Adopt a positive approach by using the complaint as an opportunity to take actions to improve.
- Provide an effective response and ensure, where appropriate, the cause of the complaint is addressed.

This policy is designed to:

- Encourage Parkour UK staff and volunteers to have a positive attitude towards feedback and complaints received from service users or the public.
- Provide a consistent approach when dealing with feedback and complaints throughout Parkour UK.
- Provide a system whereby feedback and complaints can be dealt with promptly, fairly, politely and with understanding in all aspects of our service.
- Provide a standardised, auditable and traceable process for users.
- Provide a means of collecting feedback and complaints about the service of Parkour UK so that improvements can be made.
- Each complaint will be allocated a URN and records maintained in accordance with data protection laws.

Resolution Procedure

- The resolution procedure for any complaint has two potential stages, informal and formal. Unless serious, it is always preferable to try and resolve a complaint through informal resolution.
- Staff or volunteers dealing with problems must not rely on second or third hand versions of the event and should make an objective judgement based on what facts they have been provided with.

Informal Stage

- Unless they are serious, complaints are best resolved locally and informally by staff and volunteers. The best way of doing so is to address issues as they come up and work to resolve matters quickly, simply and informally.
- Resolving problems is easiest if they are dealt with as soon as they arise.
- Facts can often be identified through informal discussions, and this is usually done prior to starting a formal process and does not necessarily mean any further discussion or action will be necessary.
- Most informal resolution stages will involve little more than discussions between people affected and a verbal agreement on expectations for the future. Conversations in 1:1 meetings, informal catch ups, routine feedback all form part of informal problem solving.
- During an informal stage, a record of the feedback or complaint and brief notes on key events should be made and kept in accordance with GDPR.

- At the end of the informal stage, a short letter or email should be sent to those involved, setting out the agreed expectations for the future. A record should be kept in compliance with GDPR to ensure problems can be understood and lessons learned.
- If an initial attempt to resolve an issue is unsuccessful, Parkour UK will try to understand why it has not resulted in the desired outcome and decide in conjunction with the complainant whether to try an informal approach again.

Assessing if serious

In assessing whether a problem is serious, staff or volunteers dealing with the problem should consider the potential or actual risk to people, resources or Parkour UK's reputation. Concerns which are serious should be handled under the formal procedures of the relevant policy, rules or regulations.

Examples of serious issues:

1. Behaviour that constitutes a safeguarding concern
2. Theft, fraud or deliberate falsification of records
3. Serious negligence which causes unacceptable loss, damage or injury
4. Threatening behaviour, fighting or physical assault
5. Unfair discrimination on the grounds of protected characteristics or socio-economic status or any other factor relating to where a person lives, their background circumstances or experiences
6. Bullying, harassment or victimisation of another person
7. Serious infringement of health and safety rules
8. Incapability through being under the influence of illegal drugs or alcohol

Duty to refer and police matters

- In certain circumstances where someone is suspected of causing harm to a vulnerable person, Parkour UK has a legal responsibility to report the incident to the relevant authorities (in line with Parkour UK's safe sport policy and reporting procedures) and Parkour UK's Lead safeguarding officer.
- If the police or other authorities are investigating the issue raised, this will take precedence over Parkour UK policies.

Formal Stage

The formal stage of resolution should be used if:

- A problem cannot be resolved informally.
- The issue involves allegations of serious misconduct.
- The complainant wishes to progress their complaint to the formal stage.

If a complainant is to progress to a formal stage the relevant and correct policy by which to handle the complaint should be identified. **The diagram in Appendix A can be used to determine the correct policy rules or regulations to formally handle a complaint**

How to complain

Parkour UK deals with all users in a fair and equitable manner. Methods for providing feedback or making a complaint include:

- By completing an online form: [Complaints/Feedback Form – Fill in form](#)
 - By asking a Parkour UK member of staff or volunteer to write a complaint down and forward it to the Head of Development.
 - It is important for Parkour UK staff and volunteers to recognise the variety of contact methods available, as each person's abilities and needs vary.
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- The person first contacted by the service user with feedback or a complaint is responsible for ensuring the matter is brought to the attention of the lead for the event/project or Head of Development, who will then follow the procedure outlined in this policy.
 - Whilst fully supporting the right to complain, we expect our staff and volunteers to be treated courteously at all times. Violent or abusive language or behaviour towards them is unacceptable. Where there is a threat or use of physical violence or verbal abuse towards our staff or volunteers, all direct contact with the complainant will cease and the behaviour may be reported to the police.

Dealing with Complaints and Feedback

Feedback (Praise and Compliments)

- Any member of staff or volunteer may receive feedback including a compliment. These should be forwarded on to the Head of Development at Parkour UK to be filed appropriately.
- It is the responsibility of designated managers in conjunction with the Head of Development to decide if the feedback requires any further action. This may include a written response and informing the staff member or volunteer who it concerns.
- The response can be actioned with support from the Head of Development.

Complaints and Concerns

Stage 1 Informal Resolution

Most complaints can be dealt with and resolved quickly at the initial stage of contact informally. The main principle is to seek early resolution, resolving complaints at the earliest opportunity and as close to the point of service as possible. Any Parkour UK member of staff or volunteer can deal with a complaint at this stage.

Stage 2 Formal Resolution

Where it has not been possible to achieve resolution under stage 1 or the complaint is more complex and requires detailed investigation, the complaint will be handed under stage 2 of the process. A stage 2 investigation aims to establish all the facts relevant to the points made in the complaint and to give the complainant a full, objective and proportionate response.

- Where a complaint is made under stage 2, a complaint form should be completed.

- A manager from Parkour UK will be nominated as the Investigating Officer to deal with the complaint and investigation.

The following timescales will apply under stage 2 of the complaint procedure:

- A formal acknowledgement of the complaint will be sent within 5 working days.
- A full reply will be provided after an investigation within 20 working days.
- If a full response cannot be provided within the time frame set out above due to a more complex investigation, an update will be provided with an expected completion date.

Stage 3 (Appeal) – Complaint and Investigation reviewed by a Board Member

- If the complainant is dissatisfied with the response given under stage 2, they can appeal and request a review of the complaint and investigation by a senior member of Parkour UK management team.
- Appeals must be submitted in writing to the **Executive Assistant**, Info@parkour.uk detailing why you are unhappy with the outcome or conduct of the complaint. The **Company Secretary** will either deal with the appeal in line with stage 3 below or appoint another person if they have dealt with the complainant previously. The person conducting the appeal will write to you with their decision.
- Stage 3 of the complaint's procedure involves a member of the board conducting a review of the stage 2 investigation and the response provided. The following timescales apply under stage 3 of the complaint's procedure:
 - A formal acknowledgement of the appeal and review under stage 3 will be sent within 5 working days.
 - A response will be provided after the review has been completed within 20 working days.
 - If a full response cannot be provided within the time set out above due to a more complex review, an update will be provided with an expected complete date of the appeal and review under stage 3.
- There is no further right of appeal.
- Where a complainant has exhausted the complaints procedure and continues to dispute the outcome of the complaint, they will be advised that no further discussion will take place on this issue.

Can I Keep Complaining?

- You may not be happy with the outcome of your complaint or any appeal you have made, but provided the proper process has been followed, we are unable to take any further action.
- Repeat complaints about the same issue will not alter this and at times complaints can become vexatious and/or persistent, causing undue stress for staff and counters and resulting in disproportionate use of Parkour UK's resources. In dealing with such situations the **Executive Assistant** will ensure the feedback and complaints procedure has been correctly implemented and that no material element of the complaint has been overlooked or inadequately addressed.

- When a wider complaint is deemed to be persistent, is considered to have no basis or genuine substance, Parkour UK has the right **not** to investigate.
- In this situation, Parkour UK will notify the complainant within 2 working days in extreme cases of vexatious and or/persistent complaints Parkour UK may take disciplinary action against members and connected participants.

Potential Outcomes of a Complaint

If your complaint is upheld, you will be responded to with:

1. An apology.
2. A proposed remedy and timescales (if applicable).
3. An indication of what improvements will be made, or:
4. Progression to a disciplinary charge if the investigation discloses a breach of Parkour UK's codes of conduct or the disciplinary regulations.

Role	Responsibility
Complainant	Person who lodges the complaint
Receiving Person	Person (member of staff/volunteer) who initially received the complaint and is responsible for notifying their line manager or the Head of Development at Parkour UK
Investigating Officer	The nominated manager who is responsible for investigating the complaint under stage 2 of the complaints and feedback policy. The investigating officer is responsible for responding to the complaint and for the correct storage, data recording and confidentiality
Board Member	A board member from Parkour UK who is responsible for stage 3 of the complaints feedback procedure. This responsibility includes reviewing investigation and response provided under stage 2 of the procedure.
Head of Development	Employed by Parkour UK and is responsible for monitoring, collecting data on feedback and complaints received. The responsibility also includes logging, identifying and supporting investigating officers and reviewing officers who are tasked with dealing with complaints under the policy.

Training

- For most staff and volunteers, training will include familiarisation and understanding of the feedback and complaints policy. Where further training is required to effectively deal with feedback and complaints, this can be provided by their line managers through organised training events.
- Line managers or volunteers who will be responsible for conducting stage 2 investigations or who regularly interact with members of the public in their role, will require additional training. Appropriate training will be identified and provided by Parkour UK.

Collating Data

- Parkour UK keeps records of feedback and complaints made regarding the service provided.
- Upon conclusion of a complaint, investigating officers and reviewing officers must forward to the Head of Development, all paperwork used and received during the complaint and any subsequent investigation. This information will be stored confidentially in accordance with Data Protection Laws and the Parkour UK privacy policy for the use of statistics and reports to the Board in their remit of ensuring good governance of Parkour UK.

Audit and Review

- The policy is designed to allow the use of feedback from our service users with the aim of improving the service we deliver.

- The Head of Development will review the information gathered from feedback received and complaints and will consider whether our services can be improved.
- This policy will be reviewed within a specified period as deemed appropriate, but no longer than 3 years or when external influences occur such as legislation.
- Specific audits may be undertaken of any part of the process, at the discretion of the Parkour UK CEO.

Related Documents

[Complaints/Feedback Form – Fill in form](#)

[Safe Sport Policy](#)

[Code of Conduct](#)

[Disciplinary Procedures](#)

[Whistleblowing policy](#)

Key Contacts

Parkour UK's Lead Safeguarding Officer – safeguarding@parkour.uk

Parkour UK's Head of Development – Nadine.Barnard@Parkour.UK

Appendix A – Parkour UK Formal Resolution Flowchart

Use the following flowchart to identify the relevant policy and procedure to raise a complaint to be handled formally



