

Complaints and Feedback Policy

Public policy - parent and school concerns

UNMATCHED COACHING LTD. Version 1.1

Document owner: Unmatched Coaching Ltd

1. Raising a concern

Parents and schools can email contact@unmatchedcoaching.com or use the website enquiry form. Please provide the school, session, relevant date, what happened and the outcome sought. We welcome constructive feedback and aim to resolve issues promptly and fairly.

2. Our response times

We aim to acknowledge complaints within two working days. Our target for a substantive response is five working days; complex matters may take up to ten working days for an initial outcome where investigation is possible. We will explain a delay and keep the complainant updated. Safeguarding concerns are not held back by these administrative timescales.

3. Review and records

The director reviews complaints where appropriate, obtains relevant information, responds respectfully and documents any changes needed. Complaints about the director or safeguarding matters can be raised directly with the school DSL, the appropriate local authority services or statutory bodies. We retain a confidential complaint log and actions taken.

4. Regulatory arrangements

If and when Unmatched is registered on the Ofsted Childcare Register, covered parent complaints will be fully investigated, a written record kept for three years, and findings and action provided in writing if requested as soon as practicable and in any event within 28 days. Parents will also be given information about Ofsted's role. Ofsted does not generally arbitrate contractual refund disputes. Our legal duties and children's protection take priority.

5. Safeguarding and independent escalation

A complaint about suspected harm, abuse, neglect or unsafe adults is treated as a safeguarding concern immediately and is not deferred until the ordinary complaints deadline. Parents may contact the school safeguarding lead, local authority children's social care or the LADO where appropriate, or police in an emergency. A concern involving the director does not have to be referred to the director first.