



Complaints Policy

1. Purpose

Foot-Tech Academy is committed to providing the best possible experience to our clients and participants. However, we understand that issues may arise from time to time. This policy outlines the procedures for addressing and resolving complaints in a fair, transparent, and timely manner.

2. Scope

This policy applies to all clients, participants, guardians, and stakeholders who engage with Foot-Tech Academy.

3. Definition of a Complaint

A complaint is defined as an expression of dissatisfaction regarding our services, facilities, staff behavior, policies, or any other aspect related to Foot-Tech Academy.

4. Complaint Handling Principles

We are committed to the following principles when handling complaints:

- Fairness: Complaints will be treated seriously, impartially, and without bias.
- Confidentiality: Complaints and related information will be handled confidentially, respecting the privacy of all parties involved.
- Timeliness: Complaints will be acknowledged promptly, and efforts will be made to resolve them in a timely manner.

- Transparency: The complaint resolution process will be communicated clearly to all parties involved.
- Customer-Focused Resolution: Our aim is to find solutions that are focused on addressing the concerns and improving the overall experience of our clients and participants.

5. Lodging a Complaint

Complaints can be lodged through the following channels:

- In Person: By speaking to a coach, staff member, or the manager on duty.
- Email: Sending an email to the designated complaints email address: info@foot-techacademy.co.uk
- Written Form: Filling out a complaints form available at our premises.
- Phone: Calling 07808644419

6. Complaint Resolution Process

Upon receiving a complaint, we will follow these steps:

- a. Acknowledgment: We will acknowledge receipt of the complaint within 24 hours (or the next business day if the complaint is received over the weekend or during holidays).
- b. Investigation: The complaint will be thoroughly investigated by the relevant manager or designated staff member. This may involve gathering additional information, speaking to relevant parties, and reviewing any relevant documentation.
- c. Resolution: Based on the investigation, we will propose a resolution to the complainant. If the complaint is justified, we will outline the steps we will take to address the issue.
- d. Communication: The proposed resolution will be communicated to the complainant in writing or verbally, depending on their preference. This communication will include the rationale for the decision and any actions to be taken.
- e. Feedback and Appeal: If the complainant is not satisfied with the proposed resolution, they may provide additional feedback or request a review of the decision. This request will be escalated to a higher level of management if necessary.
- f. Closure: Once a resolution is accepted by the complainant or a final decision is reached, the complaint will be considered closed. A record of the complaint and its resolution will be maintained for internal purposes.

7. Review and Improvement

We will regularly review our complaints handling process to identify areas for improvement and to ensure that it remains effective and aligned with best practices.

8. Contact Information

For lodging complaints or any inquiries related to this policy, please contact us at:

- Email: info@foot-techacademy.co.uk
- Phone: 07808644419
- Address: 44 Kelmscott Lane, Crossgates, Leeds, LS15 8JU

9. Policy Dissemination

This complaints policy will be made readily available to all clients, participants, staff members, and stakeholders through our website, premises, and any other relevant communication channels.

10. Policy Approval

This policy has been approved and adopted by the management of Foot-Tech Academy.

Name of responsible authority: Nick Bishop

Position of responsible authority: Director