



Complaints Policy

Purpose

Track Academy is committed to providing a safe, professional, and supportive environment for all children, young people, vulnerable adults, staff, volunteers, and families who engage with our activities.

This policy sets out how to raise a concern or complaint about Track Academy, its staff, volunteers, coaches, mentors, or contractors. It ensures that:

- Complaints are taken seriously, handled fairly, and responded to promptly.
- Everyone knows how to raise a concern.
- No one is victimised for making a complaint in good faith.

This policy works alongside our:

- Child Safeguarding Policy
- Safeguarding Policy for Volunteers
- Safeguarding Policy for Vulnerable Adults
- Anti-Harassment and Bullying Policy
- Code of Conduct for Mentors

Scope

This policy applies to:

- Children, young people, and parents/carers
- Vulnerable adults
- Volunteers and mentors
- Staff employees
- Contractors and subcontracted personnel

It covers complaints about:

- Poor practice, behaviour, or conduct of any individual associated with Track Academy
- Breaches of our policies (safeguarding, anti-harassment, code of conduct, etc.)
- Decisions, actions, or services provided by Track Academy

Important: If your concern relates directly to a child safeguarding issue (alleged abuse, neglect, or risk of significant harm), you should refer immediately to our Child Safeguarding Policy and contact the Designated Safeguarding Lead (DSL) without delay – do not use the formal complaints procedure for urgent safeguarding matters. The same applies to concerns about a vulnerable adult at immediate risk.



Principles

Track Academy will ensure that:

- Accessibility – Anyone can raise a complaint, and we will provide support to do so (including alternative formats on request).
- Confidentiality – Information will be shared only on a need-to-know basis, in line with UK GDPR and our data protection obligations.
- No retaliation – Complainants, witnesses and anyone raising a concern in good faith will be protected from victimisation, harassment or detriment.
- Timeliness – Complaints will be acknowledged, investigated and resolved as quickly as possible.
- Fairness – All parties will be given the opportunity to be heard and complaints will be considered impartially.
- Proportionality – The response will be proportionate to the seriousness of the complaint.

What Can Be Complained About

Examples include, but are not limited to:

- Unprofessional behaviour by a coach, mentor, staff member or volunteer
- Breaches of the Code of Conduct for Mentors or staff.
- Discrimination, harassment, or bullying (refer also to our Anti-Harassment and Bullying Policy).
- Poor quality of service or programme delivery.
- Decisions made by Track Academy that affect a participant or family.
- Health and safety concerns.
- Failure to follow safeguarding procedures (where not an immediate emergency).

If a complaint involves both a safeguarding concern and a service issue, the safeguarding concern will be prioritised and handled under the relevant safeguarding policy.

How to Raise a Complaint

Stage 1 – Informal resolution (where appropriate)

We encourage early, informal resolution wherever possible. If you feel comfortable, raise the issue directly with the person concerned or with a member of staff. Many concerns can be resolved quickly and constructively at this stage.

If you are unsure or prefer not to speak directly, contact:

- A Designated Safeguarding Lead (for concerns about wellbeing or conduct)
Yvonne Simpson – yvonne@trackacademy.co.uk
Erick Sanchez – erick@trackacademy.co.uk



- For general complaints about operations or services Patrik Ewe, Chief Executive Officer – patrik@trackacademy.co.uk

Stage 2 – Formal Written Complaint

If the issue is not resolved informally, or if it is serious from the outset, you should submit a formal written complaint.

How to submit:

Send your complaint in writing to:

Patrik Ewe, Chief Executive Officer, Track Academy
Email: patrik@trackacademy.co.uk (or patrik@trackacademy.co.uk)
Address: Track Academy, College of North West London, G108, Denzil Road, NW10 2XD

Your complaint should include:

- Your name and contact details (unless you wish to be anonymous – see anonymous complaints section).
- The name(s) of the person(s) involved (if known).
- A clear description of what happened, with dates, times and locations where possible.
- The names of any witnesses.
- What action you would like Track Academy to take.
- Copies of any relevant evidence (emails, messages, photos, etc.).

If you need help putting your complaint in writing, a member of staff or a volunteer can assist you.

How Track Academy Will Respond

Step	Action	Timeline
1	Acknowledgement of receipt of complaint	Within 3 working days
2	Initial assessment – determine seriousness, safeguarding implications, and whether investigation is needed	Within 5 working days



3	Investigation (if required) – impartial fact-finding, interviews with relevant parties	Normally within 15 working days
4	Outcome letter – summary of findings, conclusions, and any action to be taken	Within 5 working days of investigation completion
5	Right of appeal (see section 7)	Within 10 working days of receiving outcome

If a complaint is complex or requires longer investigation, we will notify you in writing with an updated timescale.

All complaints will be recorded and stored confidentially, with access restricted to those with a legitimate need.

Appeals

If you are not satisfied with the outcome of your complaint, you may appeal.

To appeal:

Send a written request for review within 10 working days of receiving the outcome letter, to:

Frederik Rayneart, Chair of Track Academy (or another trustee if the Chair is unavailable or implicated)

Email via the charity's registered address admin@trackacademy.co.uk

The Chair (or nominated trustee) will review the case, consider any new evidence and issue a final decision within 15 working days. The decision of the trustees is final for internal purposes.

Anonymous Complaints

Track Academy accepts anonymous complaints. However, anonymous complaints may be harder to investigate thoroughly, and we cannot provide a personal response unless you include a way to contact you.

Anonymous complaints will still be reviewed, and we will take appropriate action where the complaint raises genuine concerns.



Unreasonable or Vexatious Complaints

Track Academy reserves the right to limit or cease responding to complaints that are:

- Repeatedly raised with no new evidence.
- Abusive, threatening, or harassing in nature.
- Clearly intended to disrupt the charity's work.

In such cases, the Chief Executive Officer or trustee will notify the complainant in writing, explaining the decision and the right to ask for a review.

External Routes (if not satisfied after appeal)

If you remain dissatisfied after completing Track Academy's internal complaints process, you may refer the matter to external bodies:

Type of complaint	External body	Contact
Safeguarding concerns (child or adult)	Brent Children's Social Care / Adult Social Care	020 8937 4300
General charity governance	Charity Commission	0300 066 9197 / www.gov.uk/charity-commission
Discrimination or harassment (workplace)	ACAS (Advisory, Conciliation and Arbitration Service)	0300 123 1100 / www.acas.org.uk
Criminal behaviour	Police	999 (emergency) / 101 (non-emergency)

This policy does not affect anyone's right to take legal action or contact regulatory bodies directly at any time.



Confidentiality and Record Keeping

- All complaint records will be kept securely for 6 years (or longer in safeguarding cases as required).
- Access will be restricted to the CEO, DSLs, and relevant trustees.
- Information will be shared only where necessary to investigate or take action.

Review of This Policy

This policy will be reviewed annually by the Board of Trustees, or sooner following significant changes in legislation, guidance, or organisational learning from a complaint.

Dissemination

This policy will be:

- Published on the Track Academy website (www.trackacademy.co.uk) under the Safeguarding section.
- Made available in print on request.
- Brought to the attention of all staff, volunteers, mentors and contractors during induction.