



Think F.A.S.T Academy Complaints Procedure

1. Purpose

This procedure outlines how to raise and address complaints regarding the services provided by Think F.A.S.T Academy. We are committed to resolving issues promptly and fairly to ensure a positive experience for all stakeholders.

2. Scope

This procedure applies to all students, parents, guardians, staff, and stakeholders associated with Think F.A.S.T Academy.

3. Definition of a Complaint

A complaint is any expression of dissatisfaction about the academy's services, staff, or policies that requires a response.

4. Steps for Raising a Complaint

Step 1: Informal Resolution

Talk to Us**: We encourage you to discuss your concern informally with the person involved. Many issues can be resolved quickly and amicably at this stage.

Step 2: Formal Complaint

If the issue is not resolved informally, you may submit a formal complaint.

Complaints can be submitted via:

Email: info@thinkfast.academy

Written Letter: Addressed to the Complaints Coordinator, Think F.A.S.T Academy, Parr

Sports Centre, St. Helens, Merseyside, WA9 2LH

Online Form: Available on our website: thinkfast.academy

Please include the following details:

Your name and contact information

Date of the incident

Specific details of your complaint

Any steps you have already taken to resolve the issue

Desired outcome

Step 3: Acknowledgment

You will receive an acknowledgment of your complaint within 5 working days. This acknowledgment will include information about the person handling your complaint and the expected timeline for resolution.

Step 4: Investigation

The Complaints Coordinator will investigate the complaint, which may involve:

Gathering information from all parties involved

Reviewing relevant documentation

Conducting interviews if necessary

Step 5: Response

You will receive a written response within 15 working days of your complaint acknowledgment. The response will include:

A summary of the investigation findings

Any actions taken or proposed

Information on how to escalate the complaint if you are not satisfied with the outcome

5. Escalation

If you are not satisfied with the response to your formal complaint, you may escalate your complaint to the Academy Director. The request for escalation must be made within 10 working days of receiving the initial response.

6. Final Review

The Academy Director will conduct a final review and respond within 15 working days. This response will be the final decision regarding your complaint.

7. Confidentiality

All complaints will be handled confidentially, and information will only be shared with

those directly involved in the resolution process.

8. Monitoring and Review

We will keep a record of all complaints for monitoring and improvement purposes. This procedure will be reviewed annually to ensure its effectiveness.

9. Support

If you need assistance in making a complaint, please contact our Complaints Coordinator at – info@thinkfast.academy