

Complaints Policy

Coach Core Foundation Statement

Whilst we make every effort to meet peoples’ expectations, circumstances may arise where an individual has a concern and wishes to bring this to our attention. We will take all reasonable steps to resolve the situation, in everyone’s best interests.

If you wish to bring a matter to our attention, please contact us at info@coachcore.org.uk. We always prefer to resolve concerns informally, but formal complaints can be raised using the guidelines within this policy

For very serious concerns, such as an individual’s safety or wellbeing, please review the Coach Core Foundation Safeguarding Policy or, if there is an immediate concern, by calling the emergency services.

Document Summary

To provide managers, staff and partner organisations with a framework for raising complaints about our work

Date of policy	January 2026
Accountable person	<ul style="list-style-type: none"> Chief Executive Officer, Coach Core Foundation
Last update	

Informal Complaints

If you have a concern, we ask that this is raised this with a member of our team at the time, as this enables us to respond and deal with an issue quickly.

We will seek to resolve this and meet any reasonable expectations the individual may have, ideally to his or her satisfaction. If we are unable to, we will make a note of:

- The complainant’s name and contact details, unless he/she is unwilling to provide these.
- The nature of his/her concern and anything that he/she wished to be done about it.
- The circumstances surrounding the complaint, including when, where any action that was taken and the details of others who were present/involved.

This concern will then be passed to our Senior Leadership Team and, if necessary, our Board of Trustees.

Formal Complaints

If an individual wishes to make a formal complaint, he/she should be provided with the e mail address of the Chief Executive Officer (CEO) and/or our registered address, as they wish. Correspondence should be marked private and confidential. He or she should be provided with a copy of this policy by post or e mail.

To help resolve the complaint as quickly and effectively as possible, the individual making the complaint should do so as soon as possible and should include in it:

- Name, organisation (if relevant), address, telephone number and e mail.
- As much information as possible, such as what happened, where, when (date/time), who was present and any action taken, and by whom.
- What it is you felt to be unsatisfactory.
- What you believe should be done to address your concern.

Receipt will be acknowledged, if possible, within 7 working days. The complaint will then be investigated. If necessary, specialist advice will be sought. Where clarification or further information is felt to be necessary, the CEO will contact the person complaining to request this.

A response will be sent within 14 working days. If this is not possible, a holding reply will be sent after 14 days advising when we estimate the investigation will be completed. The complaint response will explain our findings and what action we will be taking/have taken, subject to the constraints of the Data Protection Act, which will almost certainly not allow us to disclose sensitive personal information.

If the complainant is not satisfied with the response, he or she may appeal the decision, by writing to the Chair of Trustees, the contact details of whom will included in our response. Appeals must be submitted within 28 days of our response to the complaint.

The appeal should be specific about why the individual feels the decision made was wrong and provide the facts and information necessary to demonstrate this.

A decision will be notified within 28 days and will be final.

Wider Action

Irrespective of the outcome of any complaint, we will consider if there is any requirement in respect of wider action and/or statutory reporting to the [Charity Commission](#), [H&SW Executive](#), other regulator, or the [Police](#).

Consideration will also be given to whether any changes should be made to policies, procedures, training etc to see if anything might reasonably be done to prevent a similar issue arising in future.

Anonymous Complaints

Anonymous complaints will be recorded and any facts available looked in to. However, in doing so we will be mindful that anonymous complaints can sometimes be malicious. Everyone involved in our work, even incidentally, has a right to complain and we will hold anyone accountable but, equally, individuals have a right to be protected from unsubstantiated and, potentially, malicious allegations.

Consequently, anyone wishing to complain is strongly encouraged to provide the information requested above and his or her contact details. This will also allow us to advise him or her of the outcome.

Data Protection Complaints

In line with the ICO's guidance and the Data (Use and Access) Act 2025, we have a dedicated process for handling complaints relating to personal data. Anyone who believes we have not handled their personal information appropriately may raise a data protection complaint with us.

We will:

- Provide a clear and accessible way for individuals to submit data protection complaints.
- Acknowledge receipt of such complaints within 30 calendar days.
- Take appropriate steps to investigate the complaint without undue delay, including making necessary enquiries and keeping the complainant informed throughout.
- Communicate the outcome of the complaint promptly and clearly, explaining any actions taken or decisions made.

All complaints will be handled fairly, transparently, and in accordance with our obligations under the Data Protection Act. If the complainant remains dissatisfied, they may escalate the matter to the Information Commissioner's Office (ICO).

Potential Compensation Claims

If a complaint may potentially result in a claim for compensation, such as damage or loss to property, or personal issue, our insurers are to be notified.

Confidentiality

The complaint will be treated as confidential and any communication on this issue, including responding to the complainant, will be subject to compliance with the Data Protection Act.

Availability

This policy is to be made publicly available on the Coach Core Foundation website and given to anyone who advises that he/she wishes to submit a complaint.

---- ENDS ----

All amendments to this policy shown on the next page.

Amendments chart		
Amendment made	By whom	Date