



Forest Sports Education LTD Complaints Policy

Forest Sports Education LTD aims to offer the highest standards of service to those it serves and supports and is committed to continuous improvement. Feedback and constructive criticism are welcomed by phone, e-mail, letter or one-to-one communication.

Where parents, schools, or others, are disappointed by levels of service or dissatisfied with isolated incidents we would hope to agree a way forward through informal discussion, making adjustment and improvement where necessary. Anyone wishing to discuss an issue informally should contact Joshua Carter on 07515508654 or josh@prostars-fse.com.

Formal complaints

Where a parent, school or other member of the public has a complaint, which they feel has not been resolved through informal means, or where the complaint is very serious they may make a formal complaint as follows:

Put the full details of the complaint with as many facts as possible in a letter or e-mail addressed to
Joshua Carter
Forest Sports Education
Kings Buildings
Hill Street
GL15 5HE

The complaint will be recorded and an immediate investigation undertaken in consultation with the relevant staff member/partners. If necessary the instigator of the complaint may be contacted for more detail.

When the investigation has been completed the complainant will receive a formal response normally within five days outlining any action to be taken as a result, together with any apology where appropriate.

On-going complaints

If the complainant is still not satisfied with the outcome they should write directly to the Chief Executive, Richard Kear (same address as above), who will review the procedures undertaken and decide whether any further action is necessary. The outcome of this final part of the process will be communicated to the complainant in writing.