



Drive Lounge Academy Complaints Policy

Drive Lounge Academy views all complaints as an opportunity to develop and improve our services, as well as a chance to put things right for the person that has made the complaint.

Aims of this policy:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of the complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at Drive Lounge Academy knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what Drive Lounge Academy do in the future.

Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Drive Lounge Academy.

Confidentiality

All complaint information will be handled sensitively, talking to those who need to know and following any relevant data protection requirements.

Complaints procedure

Drive Lounge Academy has a set procedure for addressing complaints. The complaints procedure should be used only when informal attempts to resolve problems have been unsuccessful.

Step 1

In the first instance, Drive Lounge Academy encourages any issues to be discussed with the staff who are responsible for the day-to-day operations of the event or club.

Step 2

If there is still dissatisfaction after the response and feedback from the staff, Drive Lounge Academy requests that the complaint is made to Drive Lounge Academy Head Office by emailing complaints@driveloungeacademy.co.uk with your concerns. Complaints can also be raised by calling the Drive Lounge Academy Head Office during operating hours on 0333 577 0959.

If there is a serious concern(s) the Drive Lounge Academy team will begin to investigate immediately. The person carrying out the investigation will review the way the complaint has been handled by Drive Lounge Academy and will ensure that the issues have been dealt with properly and fairly.

The matter will be fully investigated. The investigation may include such elements as interviewing on-site staff and referring to external agencies such as local authority, environmental health departments or social services. A full response to the complaint will be sent to the parent(s)/guardian(s) well within the 28 days

Any concerns raised after an operational season has finished will be handled as per the complaints policy. However, due to the seasonal nature of the company the investigation process may take longer.

Step 3

If the complainant is not satisfied with the result from Step 2, they may choose to refer the complaint to Step 3 of the procedure. This must be done in writing to Drive Lounge Academy Head Office within 15 days of the completion of Step 2. At this stage, the complaint will be considered under the guidance of the Directors of Drive Lounge Academy. The complainant will be informed in writing of the results of this review:

The general principle is that Drive Lounge Academy should be able to produce documentary evidence to show that the complaint has received fair and proper consideration within the procedure set out here. If the Directors have any concerns, they may request for the investigation to be reopened. The complainant will be kept informed of any delay. If the issue is still not resolved the complainant may wish to put the complaint to Ofsted.

Monitoring and review

Drive Lounge Academy monitors the complaints procedure in order to ensure that all complaints are handled properly. Drive Lounge Academy logs and records all formal complaints received which are stored electronically at Head Office.