

# The Feel Good Club

info@thefeelgoodclub.co.uk

## Complaints Policy & Procedure

The Feel Good Club by Char

info@thefeelgoodclub.co.uk

---

### 1. Commitment to Quality & Transparency

I am committed to providing a safe, professional, and high-quality coaching service for children and adolescents. Feedback is welcomed as part of ongoing improvement.

If you (as a parent/guardian), a young person, or another professional have concerns about any aspect of the service, you are encouraged to raise them promptly.

---

### 2. How to Make a Complaint

Complaints can be made in the following ways:

- By email: info@thefeelgoodclub.co.uk

Please include:

- Your name and contact details
  - The child's name (if relevant)
  - A clear description of the concern or complaint
  - Any relevant dates or details
- 

### 3. Informal Resolution (Recommended First Step)

Where appropriate, concerns are encouraged to be raised informally in the first instance. Many issues can be resolved quickly through open discussion.

---

# The Feel Good Club

info@thefeelgoodclub.co.uk

## 4. Formal Complaints Procedure

If a concern cannot be resolved informally, the following formal process will be followed:

### Step 1 – Acknowledgement

- Your complaint will be acknowledged within 5 working days

### Step 2 – Review & Investigation

- The complaint will be reviewed carefully and fairly
- Relevant information will be gathered (e.g. session notes, communication records)

### Step 3 – Response

- A full written response will be provided within 14 working days
  - This will include findings and any actions to be taken
- 

## 5. Outcomes

Following investigation, outcomes may include:

- Clarification or explanation
  - An apology where appropriate
  - Changes to practice or procedures
  - Agreement on next steps or resolution
- 

## 6. Escalation

If you are not satisfied with the outcome, you may:

- Request a further review of the complaint
  - Raise the concern with a relevant professional body
-

# The Feel Good Club

info@thefeelgoodclub.co.uk

## 7. Timeframes

- Complaints should be raised within 3 months of the issue arising
  - All complaints will be handled in a timely and transparent manner
- 

## 8. Confidentiality

All complaints will be handled with sensitivity and confidentiality. Information will only be shared where necessary to investigate and resolve the complaint.

However, confidentiality cannot be guaranteed where:

- Safeguarding concerns arise
  - There are legal obligations to disclose information
- 

## 9. Safeguarding Considerations

If a complaint raises concerns about the safety or wellbeing of a child:

- Safeguarding procedures will take priority
  - Relevant authorities or services may be contacted
- 

## 10. Continuous Improvement

All complaints are taken seriously and used as an opportunity to:

- Reflect on practice
  - Improve service quality
  - Ensure best practice standards are maintained
- 

## 11. Professional Support & Supervision

# The Feel Good Club

[info@thefeelgoodclub.co.uk](mailto:info@thefeelgoodclub.co.uk)

As part of good practice, regular supervision and professional support are undertaken. This helps ensure:

- Safe and ethical practice
  - Appropriate handling of concerns and complaints
- 

## 12. Record Keeping

A record of all complaints will be kept securely in line with GDPR requirements. This includes:

- Details of the complaint
- Actions taken
- Outcome