



# Complaints Policy

## 1. Policy Statement

White Oryx Academy is committed to delivering a high standard of service and creating a safe, respectful, and inclusive environment for all. We value feedback and recognise that, on occasion, individuals may wish to express concerns or dissatisfaction with an aspect of our programmes, services, or conduct. This policy outlines our approach to receiving, handling, and resolving complaints in a transparent and professional manner.

## 2. Policy Aims

This policy is designed to:

- Provide a clear framework for raising and managing complaints
- Ensure all concerns are addressed promptly, fairly, and consistently
- Encourage open communication and continuous improvement
- Protect the rights and dignity of all individuals involved
- Comply with best practices in safeguarding and organisational management

## 3. Who This Policy Applies To

This policy applies to:

- Parents, guardians, and families of children enrolled at White Oryx Academy
- Children and young people participating in Academy programmes
- Staff, coaches, and volunteers
- Partner organisations and facility providers
- Members of the public with a legitimate interest in the Academy's operations

## 4. What Is a Complaint?

A complaint is an expression of dissatisfaction about any aspect of White Oryx Academy's services, including but not limited to:

- Coaching quality or session delivery
- Conduct of staff, volunteers, or participants
- Communication or customer service
- Safety, safeguarding, or wellbeing concerns



- Facilities or equipment
- Administrative or financial matters

Concerns specifically related to child protection will be referred directly to the Designated Safeguarding Lead and handled under our Safeguarding and Child Protection Policy.

## **5. Principles of Our Complaints Policy**

White Oryx Academy will:

- Handle all complaints seriously, respectfully, and without delay
- Provide a structured complaints procedure (informal and formal stages)
- Maintain confidentiality and protect the identity of all parties involved, where appropriate
- Ensure no individual is penalised for raising a concern in good faith
- Investigate complaints objectively and respond with clarity and accountability
- Use feedback to improve our programmes, services, and operations

## **6. Responsibilities**

- All staff and volunteers are responsible for listening to concerns and referring them appropriately
- Managers are responsible for investigating formal complaints and providing a timely response
- The senior leadership team is responsible for overseeing the complaints process and ensuring policy compliance
- The Designated Safeguarding Lead is responsible for handling complaints involving welfare or safety concerns

## **7. How to Make a Complaint**

- Complaints can be made informally in person or formally in writing
- Full details of the process can be found in our Complaints Procedure
- Formal complaints should be directed to:

✉ info@whiteoryxacademy.com or ✉ admin@whiteoryxacademy.com

## **8. Monitoring and Review**

This policy is reviewed annually by the Academy leadership to ensure it remains effective, relevant, and aligned with best practice.

**Date of Last Review:** April 2025

**Next Review Due:** April 2026