NEWHAM SPORTS CLUB
PROGRESSIO CUM POPULO

COMPLAINTS

POLICY

ADOPTED	NEXT REVIEW	OWNER
01/09/2026	September 2027	Newham Sports Club Board

01 PURPOSE

To make it easy for a participant, parent/carer, funder, partner, or member of the public to tell us when something's gone wrong, and to make sure we deal with it fairly, promptly, and without defensiveness.

02 WHAT THIS COVERS

Dissatisfaction with any NSC service, session, member of staff/volunteer conduct (that isn't a safeguarding matter — see the Safeguarding Policy for that), communication, or administration. A safeguarding concern is never handled as a routine complaint — it goes through the Safeguarding Policy instead, immediately.

03 HOW TO COMPLAIN

- Speak to a coach or Lead Adult at the time, if that feels comfortable — many things can be sorted out on the spot.
- Or contact us directly: info@newhamsports.org, or in writing.
- We accept complaints from a participant directly, however young, not only through a parent/carer.

04 WHAT HAPPENS NEXT

STAGE	TIMESCALE	WHAT HAPPENS
Acknowledge	Within 3 working days	We confirm we've received it and who's handling it
Look into it	Within 10 working days	The Chair (or another Board member, if the complaint is about the Chair) reviews what happened, speaks to those involved, and decides an outcome
Respond	Within 15 working days of the original complaint	Written outcome, including any action taken
Appeal	Within 10 working days of the outcome	If unhappy with the outcome, the complainant can ask the full Board to review the decision — this is final

If a complaint is complex and needs longer, we'll say so and give a revised timescale.

05 OUR APPROACH

- Every complaint is treated as an opportunity to improve, not a nuisance.
- No one making a genuine complaint in good faith will face any reduction in service, or worse treatment, as a result.
- We keep a simple log of complaints (what, when, outcome) so patterns are visible over time — reviewed by the Board annually alongside other policies.

06 REVIEW

Reviewed annually. **Next review: September 2027.**

ADOPTION

Approved and formally adopted by the Newham Sports Club Board.

ROLE	NAME	SIGNATURE	DATE
Chair	Naser Mohamed	Naser Mohamed	01/09/2026
Treasurer & Deputy Safeguarding Lead	Abdirahman Mohamed	Abdirahman Mohamed	01/09/2026
Secretary & Governance Officer	Uthman Sanusi Mohammed	Uthman Sanusi Mohammed	01/09/2026

Adoption date: 01/09/2026 · **Next review:** September 2027