HARINGEY HEAT BASKETBALL CLUB (CIC)

Complaints Policy

V2.0 — Updated May 2026

Introduction

Haringey Heat Basketball Club is committed to providing a high standard of service to all members, parents, carers and participants. We recognise that, despite our best efforts, there may be occasions when someone wishes to raise a concern or complaint. We take all complaints seriously and will treat everyone who complains with respect and courtesy.

This policy sets out how complaints should be raised and how they will be dealt with.

What Can You Complain About?

Your complaint may be about the quality of facilities, safety of users, handling of a particular situation, handling of personal data, conduct of a coach or volunteer, or any other matter relating to the club. We are committed to equal opportunities and take discrimination complaints very seriously.

How to Submit a Complaint

Complaints can be submitted by:

- Email: haringeyheatbasketball@outlook.com
- In writing to the Club Secretary: Nikki Distras, Haringey Heat Basketball Club
- By telephone: 07814 076541

We encourage complaints to be made in writing wherever possible so there is a clear record.

Who Will Deal with Your Complaint?

Complaints should be directed as follows:

- Complaints about general club matters, facilities or sessions — contact the Head Coach in the first instance
- Complaints about a coach or bench personnel — contact the Club Secretary (Nikki Distras) directly
- Complaints about the Club Secretary — contact the Club Chair (Laxmi Harding)

The person receiving the complaint will address the issue, investigate and respond in writing with the action they intend to take.

If the matter is not resolved or the complainant is not satisfied with the action proposed, the complaint will be escalated to the Board of Directors, who will aim to respond within 7 working days.

If still unresolved, the complainant will be invited to appeal to a designated Director who will investigate, consider whether further action is required, and notify the complainant of their decision.

When Will You Hear From Us?

We will acknowledge receipt of your complaint within 5 working days. In most cases, you will receive a full written response within 10 working days. If the complaint is complex, we aim to provide a full reply within 25 working days and will keep you informed of progress. Any safety concerns endangering a participant will be dealt with immediately upon receipt.

The Club Secretary will monitor complaints to identify trends and ensure that working practices are adapted where necessary.

Safeguarding Complaints

Any complaint that relates to the welfare or safety of a child or young person will be dealt with immediately under the Safeguarding Children Policy, regardless of any other complaints process.

Date: May 2026

Date of Review: May 2027

Version: V2.0

Approved by the Board of Directors, May 2026

Nikki Distras, Club Secretary

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