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GAMES AND ENTERTAINMENT

**PLAYGROUNDSQUAD**

## **PlaygroundSquad UK**

### Complaints Policy

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## **Section 1 – Complaints Policy Statement**

### **1.1 – Introduction**

As a result of the various activities conducted by PlaygroundSquad UK and the number of learners PlaygroundSquad UK works with, complaints do, from time to time, arise. In this context complaints are deemed to involve an expression of dissatisfaction, grievance or fault finding about PlaygroundSquad UK.

As a result the following policy and procedures have been established to ensure all and any complaints are handled in a swift and efficient manner.

### **1.2 – Scope**

PlaygroundSquad UK will thoroughly investigate any complaint, whether informal or formal, relating to the day-to-day operation of the company and the standards of service provided.

Areas excluded from the policy are:

- Curriculum content or examination results where other forms of redress are more appropriate such as the examining body or the Qualifications and Curriculum Authority and in the cases complainants should be referred to the appropriate body.
- Employment issues which are covered by staff Grievance Procedures.
- Any matter that is the subject of legal action.
- Any complaint which is deemed to be vexatious or malicious following investigation.



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## 1.3 – Resolving a Complaint

Learners must endeavour to resolve a complaint informally before commencing with the Formal Complaints Procedure. This initial informal stage should normally involve a discussion directly with the relevant member(s) of staff or with the School Manager or Human Resources Manager.

The learner complainant should attempt to resolve the matter informally as soon as possible and no later than fifteen working days after the event or problem has occurred.

Where no informal resolution can be achieved within fifteen working days of the initial complaint being raised, the learner complainant may choose to progress their complaint by using the Formal Complaints Procedure.

## 1.4 – The Procedures

There are three main areas of the Complaints Policy; informal complaints, formal complaints and appeals:

### Informal Complaints

There can be instances when a complainant may wish to remain anonymous or request that the issue be dealt with informally. Such individuals should be directed to the person who is directly concerned or best suited to resolve that issue.

The details can be e-mailed to the relevant person if preferred. For learners, this is likely to be the Supervisor, Studio Manager or School Manager.

In circumstances where these individuals are the source of the complaint then the Human Resources Manager or Chief Executive Officer (CEO) should be contacted. Details should be logged as ‘informal’ on the Complaints Log.

For those individuals who are unsure as to whom to contact then in the first instance they should contact the Studio Manager who will direct them to the relevant member of staff to deal with the issue.

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In most instances informal complaints will not receive a formal written response but nevertheless must be dealt with promptly.

Responsibility for the prompt follow up of informal complaints will lie with the relevant manager. The manager should endeavour to resolve the complaint but should refer it if it is evident that a resolution is not likely to be met. This should be done to prevent it becoming a more serious matter.

## Formal Complaints

All formal complaints should be submitted in writing and addressed to the Studio Manager. Any other member of staff receiving a formal letter of complaint must pass the complaint to the Studio Manager on the day of receipt together with any additional information they may hold on the incident.

A written acknowledgement will be sent by the Studio Manager within three working days and the details logged on the Complaints Log for checking and reporting purposes. All correspondence will be filed securely in accordance with the Data Protection Policy.

Any letter submitted should clearly set out the circumstances of the complaint, any individuals or witnesses involved and any relevant dates and or times.

Where possible, and to provide the greatest opportunity for the complaint to be actioned, complaints should be submitted in a timely fashion in order to facilitate a resolution.

Complaints will be investigated fairly and quickly with the intention of satisfactorily resolving the matter, identifying the causes and symptoms and upholding or rejecting the complaint for the benefit of all involved.

A considered view on the complaint will be made by the Studio Manager, School Manager or the Chief Executive Officer (CEO). They will ensure that a detailed response with evidence is sent to the Studio Manager within the prescribed timescale where appropriate.

The Studio Manager will respond in writing within fifteen working days from the date of the receipt of the complaint, detailing the outcome of the investigation. If the investigation is going to take more than fifteen working days, the Studio Manager will send a further holding letter.

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Where complaints are received within fifteen working days of a holiday period, or during a holiday period, it is expected that the complaint response will take longer than fifteen working days due to the absence of the appropriate staff to investigate. This will be confirmed in writing.

## Appeals

If the complainant remains dissatisfied or aggrieved or in disagreement with the decision made or reasons given, they may appeal against the decision. A complainant has ten working days in which to submit an appeal. The reason for the appeal should be clearly stated in writing and sent to the Studio Manager or School Manager.

A written acknowledgement will be sent by the Studio Manager within three working days.

The Appeal Panel will consist of at least two member of staff who were not involved in dealing with the original complaint. They will consider the documentation available relating to the issues raised. The Appeal Panel will respond within fifteen working days from the date of the receipt of the appeal. If the review of the complaint is going to take more than fifteen working days, the Studio Manager will send a further holding letter. The decision at the end of this stage is final and will be communicated in writing.

If PlaygroundSquad UK cannot settle the complaint to the satisfaction of the learner involved then a complaint may be referred to:

- The Skills Funding Agency (SFA)
- Ofsted
- Pearson Edexcel
- Damar Training

The Studio Manager and School Manager will produce a report for the Chief Executive Officer (CEO) at the end of each academic year, giving a summary of any complaints. Any structural or strategic issues raised by this report will be discussed and, if necessary, incorporated in the appropriate/relevant action plan.

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