

Complaints Procedure

Last updated: 9 August 2026

At SupaFit Sports Coaching & Education, we aim to provide a safe, positive and enjoyable experience for all children and families.

We take all complaints seriously and will deal with them fairly and respectfully.

How to Make a Complaint

If you have a concern or complaint, please contact us by email or speak to a member of the SupaFit Sports team.

Please provide as much information as possible, including what happened, when it happened and who was involved.

What Happens Next?

We will acknowledge your complaint and look into the matter.

We may speak to the relevant coach, staff member or other individuals involved before reaching a decision.

We aim to respond to complaints within 10 working days. If the matter requires more time to investigate, we will keep you informed.

Serious Concerns

Any concerns relating to safeguarding, child protection, abuse or the safety of a child will be treated as a priority and dealt with in accordance with our Safeguarding Policy.

Confidentiality

All complaints will be handled as confidentially as possible, with information only shared where necessary to investigate the complaint or where required for safeguarding or legal reasons.

Contact Us

If you have a complaint or concern, please contact:

SupaFit Sports Coaching & Education

Email: info@supafitsports.co.uk

We welcome feedback as it helps us continually improve the service we provide.

This document is a general template and does not constitute legal advice. SupaFit Sports Coaching & Education should seek independent legal review to confirm this procedure fully reflects its specific complaints-handling and safeguarding practices.