

Department of Sports Development and Recreation (DSDR) Complaints Policy and Process

1. Purpose

1.1 DSDR welcomes feedback in respect of the facilities and services it provides and believes that customers are entitled to have access to effective systems for handling complaints to ensure DSDR provides the highest possible service standards. Customers should feel able to make a complaint, knowing that it will be fairly investigated.

1.2 Detailed below is the 3-stage process DSDR has adopted for dealing with customer' complaints, which is intended to provide a clear means of resolution to the satisfaction of all parties.

2. Scope

2.1 DSDR considers a customer complaint as an expression of dissatisfaction raised by a customer (or group of customers) against a service, facility or the behaviour of DSDR staff.

3. Policy interactions

3.1 Issues covered by other specific procedures will not be dealt with under this policy. For example:

- Complaints relating to services provided by The SU (Students' Union), which should be pursued with The SU in the first instance by emailing su-cda@bath.ac.uk
- Complaints about any form of discrimination, bullying, harassment or victimisation involving our staff which will be dealt with through the Dignity and Respect policy.
- Complaints about any matter that would be considered a safeguarding concern which will be dealt with through the Children Protection and Adult Safeguarding policy.

3.2 DSDR will explain to all parties how the matters will be investigated, where responsibility for overall conduct of the matter lies, and who will issue the final decision.

4. Complaints Process

4.1 DSDR aims to provide a great experience for all our customers including students, staff, athletes, sporting partners and members of the public. However, we recognise that sometimes things can go wrong, or expectations are not met. When this happens, it is important that we have the opportunity to rectify this and as such, we welcome comments and feedback about our performance.

4.2 Here are the ways a customer can contact us to raise a complaint:

4.2.1 In person

A face-to-face discussion with one of our team members is a great way to engage with us and to relay concerns. By speaking with one of our Sports Training Village receptionists, they can source the most appropriate person to speak with. They can find somewhere suitable to have the discussion and to understand the nature of the complaint.

4.2.2 Online 'Contact Us'

To contact us in writing, please visit www.teambath.com/contact-us and complete the feedback form. Alternatively, customers can send an e-mail with the details of the complaint, please contact us on team-bath@bath.ac.uk

This will be forwarded to the appropriate person and they will investigate and aim to respond within 5 working days.

4.2.3 By Phone

Customers can phone our reception team directly on 01225 366339. They can then direct the call to the appropriate person, or in their absence, take contact details and arrange someone to call back.

Staff can be contacted directly and contact details can be sourced via the University of Bath's person finder link: www.bath.ac.uk/contact/

4.2.4 In Writing

It takes longer to reply by letter, but customers can write to:

Team Bath Customer Services, Sports Training Village, University of Bath, Claverton Down, Bath BA27AY

Once the letter is received, we aim to respond to the concerns raised within 10 working days. For a quicker response, we'd recommend choosing one of the alternative methods offered above.

4.3 Our promise

We take all complaints seriously and address concerns accordingly. Having digested the details of the complaint, we will aim to offer a solution to rectify the situation. Depending on the circumstance, we may need to investigate further to understand the background details. In such situations, we will strive to keep all parties informed with an agreed timescale. Upon conclusion of our investigation, we will come back with a final response via an agreed method (In person, e-mail, telephone call etc.,).

4.4 If reporting parties are still not happy?

We expect most complaints to be resolved through the positive communication above. However, if any party is not satisfied with the outcome of their complaint or with how it was handled, complaints may be escalated to our Director of Sport. He can be reached via his Personal Assistant who can arrange an in-person or virtual meeting, a phone discussion, or an e-mail exchange. Contact details below:

PA to Director of Sports: Jane Williams

e-mail: j.e.williams@bath.ac.uk Telephone: 01225 384234

Postal Address:

Jane Williams, PA to the Director of Sports, Sports Training Village, University of Bath, Claverton Down, Bath, BA2 7AY

4.5 If parties remain dissatisfied

If parties have followed the above processes and remain dissatisfied, the complaint can be referred to the appropriate member of the University Executive Board, depending on the nature of the complaint.

Students enrolled currently at the University of Bath are able to refer the complaint to the Students University Complaints process should they remain dissatisfied by following the process outlined:

<https://www.bath.ac.uk/guides/student-complaints-policy-and-procedure/>

5. Confidentiality

All complaint information will be handled sensitively, informing only those who need to know and following any relevant data protection requirements.

6. Monitoring and learning

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Deputy Director of Sport- Greg Sharp