

# Complaints Procedure

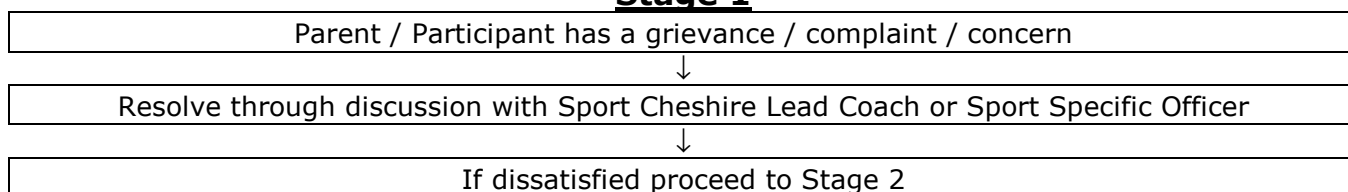
Sport Cheshire responds to many requests for information and assistance and provides a wide range of services. From time to time errors are made.

We value the opinions and constructive criticisms of all our clients and stakeholders and we are committed to providing a fast and effective response to complaints which will help identify and correct problems.

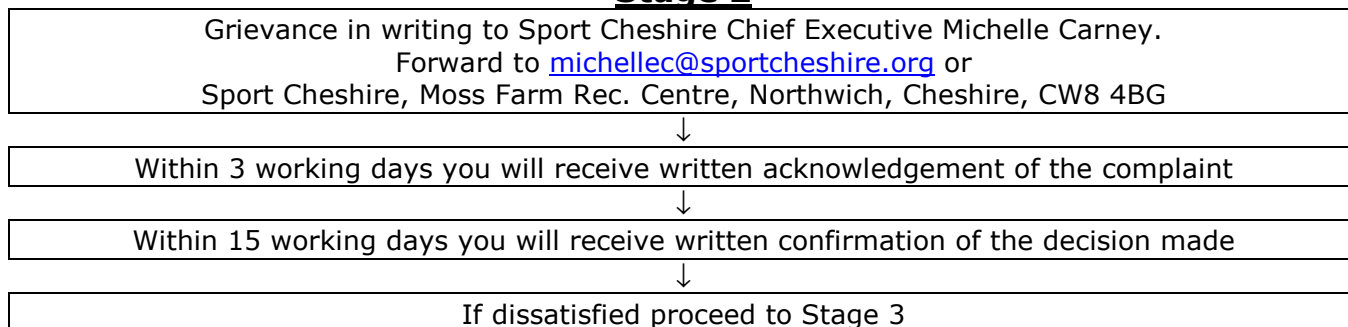
We define complaints as expressions of dissatisfaction, either with the standard of our service or with something that Sport Cheshire, or a member of our workforce, may or may not have done. If you think we have not lived up to your expectations, we want to know.

Sport Cheshire is committed to providing a safe environment for all participants. If your concern relates to the safety or welfare of a child, or the behaviour of a member of our workforce towards a child, you should report this in line with our Safeguarding and Protecting Children Policy and Procedures (details on 2<sup>nd</sup> page of this document or available via [www.cwsportpartnership.org](http://www.cwsportpartnership.org)) by contacting the Sport Cheshire Child Protection Officer Paul Kendall on 01606 871812 or [paulk@sportcheshire.org](mailto:paulk@sportcheshire.org)

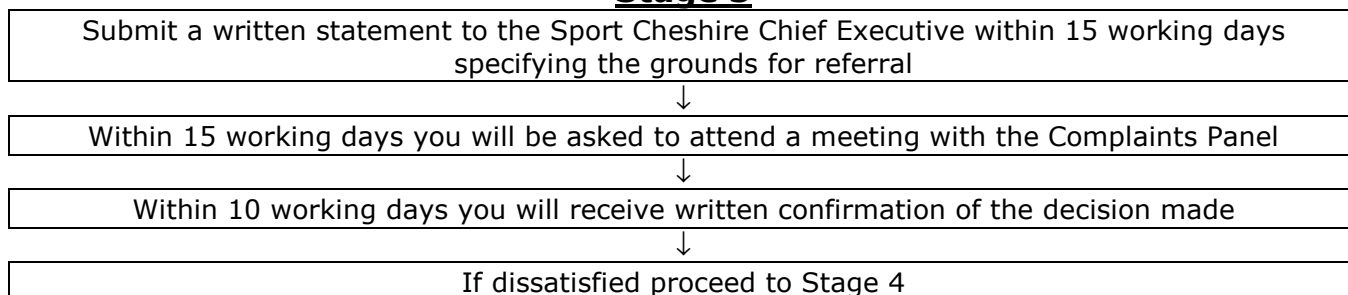
## **Stage 1**



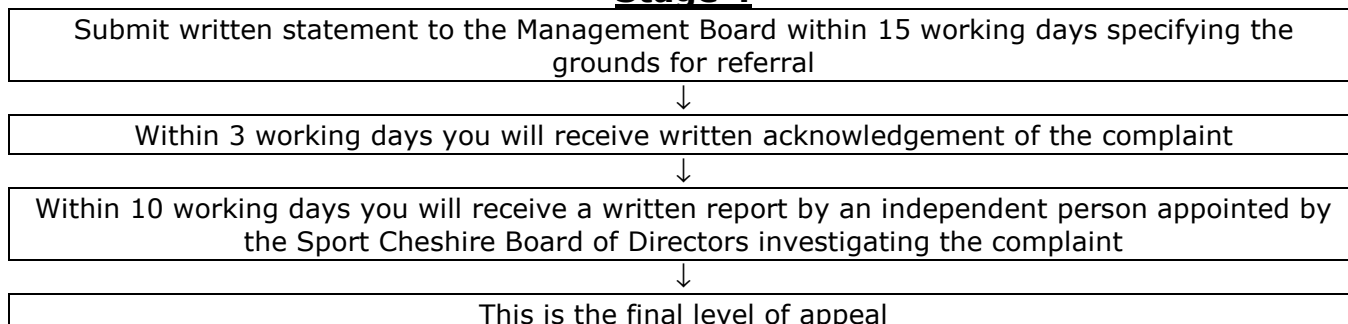
## **Stage 2**



## **Stage 3**



## **Stage 4**



**Appendix 6.7 Reporting Concerns about the welfare of a child**

