Parent Complaints Form

Elite Sport Academy

This form allows parents/carers to formally raise a complaint regarding Elite Sport Academy. All complaints will be handled in line with our Complaints Policy.

Section 1: Parent / Carer Details

- **Full Name:** _____
- **Relationship to Child:** _____
- **Contact Telephone Number:** _____
- **Email Address:** _____

Section 2: Child's Details

- **Child's Full Name:** _____
- **Child's Date of Birth:** _____
- **Camp Location:** _____
- **Camp Dates Attended:** _____

Section 3: Details of the Complaint

Please provide as much detail as possible.

- **Date(s) of incident/issue:** _____
- **Name(s) of staff involved (if known):** _____

Description of the complaint:

_____

_____

_____

_____

Section 4: Safeguarding

Does this complaint relate to the safety or welfare of a child?

☐ Yes ☐ No

If yes, please provide further details below:

Section 5: Actions Already Taken

Have you already raised this concern informally with camp staff?

☐ Yes ☐ No

If yes, please state who you spoke to and the outcome:

Section 6: Desired Outcome

What outcome are you seeking?

Section 7: Supporting Evidence (Optional)

Please list any supporting evidence provided (e.g. emails, photos, messages):

Section 8: Declaration

I confirm that the information provided is accurate to the best of my knowledge.

- **Name:** _____
- **Signature:** _____
- **Date:** _____

Submission Instructions

Please submit this completed form via one of the following methods:

- **Email:** info@elitesportsacademy.co.uk (Subject: Elite Sport Academy Complaint)
- **Paper copy:** Handed to the Management Lead or sent to Elite Sport Academy head office (Andrew@elitesportsacademy.co.uk)

All complaints will be acknowledged within **3 working days** and handled in line with our Complaints Policy.