



SPORTS • COMMUNITY • LETTINGS

WMAT Trading Ltd

"Leading Active & Community Engagement"

## COMPLAINTS POLICY

### Purpose of this policy

WMAT Trading Ltd (the Company) is a wholly owned subsidiary of Wellsway Multi Academy Trust (WMAT), which runs schools across the Bristol and Bath area. For more information about the Trust please visit [www.wellswaymat.com](http://www.wellswaymat.com)

The Company operates sports centres at Sir Bernard Lovell Academy and Wellsway School and manages lettings on behalf of the schools. We are committed to maintaining positive relationships with the local community and it is important to us that we establish and maintain strong community partnerships to ensure the best experience for all users.

However, we recognise that sometimes users and other members of the local community may need to raise issues with us and we want to ensure that these are resolved as quickly as possible.

The purpose of this policy is to provide both users of our facilities and members of the local community impacted by the use of our facilities, with a clear process for raising and where necessary, escalating complaints. Please note that complaints by parents and carers about any issue regarding a pupil's experience at a WMAT school should be raised under the WMAT Complaints Policy which can be found at [www.wellswaymat.com](http://www.wellswaymat.com)

### Complaints' Procedure

Our Complaints' Procedure has three stages which are outlined below.

These stages are:

- Stage One:** Informal concerns raised with Company management
- Stage Two:** Formal Complaint to WMAT Business Director
- Stage Three:** Formal Complaint to WMAT Trading Ltd Board of Directors

### **Stage One – informal concerns**

As a user or community member, our hope is that a discussion with the appropriate member of staff would normally resolve your concern or you will be provided with a suitable explanation.

If you feel that your concern has not been resolved at this informal stage then you have the option of making a formal complaint under Stage Two of this Procedure.

Please note that the Business Director will not be able to address a complaint under Stage Two of the Procedure where there has not been any informal discussion under Stage One.

### **Stage Two: Formal Complaint to the Business Director-**

If you wish to make a formal complaint under Stage Two of the Complaints Procedure please put the complaint in writing setting out the facts and what actions you feel might resolve the issue at this stage.

Complaints under Stage Two should be addressed to:

Business Director  
Wellsway Multi Academy Trust  
c/o SBL Academy  
Oldland Common, Bristol  
BS30 8TS

Email: [enquiries@wellswaymat.com](mailto:enquiries@wellswaymat.com) (please put FAO Business Director in the subject field)

An investigation will be carried out by the Business Director, who will contact you should any additional information be required. A response in writing will normally be provided within 20 working days.

If you feel that your complaint has not been resolved at Stage Two then you can request for this to be dealt with under Stage Three of the Complaints' Procedure.

### **Stage Three: Formal Complain to the WMAT Trading Ltd Board of Directors**

If you feel that your complaint has not been resolved under Stage Two then please put the complaint in writing setting out the facts and stating what you think should have been done and why your complaint has not been resolved to your satisfaction at Stage One or Stage Two.

Complaints under Stage Three should be addressed to:

The Clerk to the Board  
WMAT Trading Ltd  
Wellsway Multi Academy Trust  
c/o SBL Academy  
Oldland Common, Bristol  
BS30 8TS

Email: [enquiries@wellswaymat.com](mailto:enquiries@wellswaymat.com) (please put FAO Clerk to the Board in the subject field)

The Chair of the Board will either investigate the complaint or assign a Director other than the Business Director to investigate the complaint and you will normally receive a written response within 20 working days.

### **Serial or persistent complainants**

Whilst we wish to work positively with users and members of the local community we do need to work within our Complaints procedure. This means that if you seek subsequently to reopen a complaint or a closely related issue that has already been dealt with under this complaints procedure, then the Chair of the WMAT Trading Ltd Board may write to you to let you know that the procedure has been exhausted, the matter closed and that continued correspondence is considered to be vexatious and the Multi Academy Trust and WMAT Trading Ltd would not respond to any further correspondence on your complaint or a closely related issue.

### **Record Keeping and Data Protection**

A written record will be kept of all complaints that were resolved at the relevant formal stage of the Complaints' Procedure. Records will contain details of whether the complaint was resolved at stage one, stage two or proceeded to a stage three. Records will normally be retained for 3 years. The action taken by the Company as a result of a complaint (regardless of whether or not they have been upheld) will also be recorded.

Correspondence, statements and records relating to individual complaints will be kept confidential.