



Complaints Procedure

Move Momentum is committed to providing the best possible service.

We recognise that sometimes the quality of service may be less than would reasonably be expected. In such an event we feel it important that people have an instant and friendly way of registering their complaint.

Anti-Bullying

Move Momentum recognises the different forms of bullying and understands the importance of keeping students safe from bullying, both in-person and online (Cyberbullying).

Bullying is behaviour that hurts someone else. It can include name-calling, hitting, pushing, spreading rumours, threatening or undermining someone. Bullying can take different forms, see our [Safeguarding Policy](#) for more information on bullying.

As detailed in our [Student Code of Conduct](#), bullying of any form will not be tolerated within any classes delivered by Move Momentum. We are committed to providing a caring, friendly and safe environment for all of our students so they can learn in a relaxed and secure atmosphere. If bullying does occur, the teacher should immediately provide a verbal warning, and if any type of bullying continues the student doing the bullying should be asked to leave and if under 18, a parent will be informed. Depending on the severity of the first occurrence, the student may be asked to leave instantly without verbal warning. If any student experiences bullying of any form within our classes, they are encouraged to report this to their teacher and discuss further action. For more information on our Anti Bullying policy please refer to our [Safeguarding Policy](#).

Staff and volunteers of Move Momentum are to report any concerns of a participant being bullied physically, verbally or through cyberbullying immediately to the DSO and/or to a parent and follow the same reporting protocol as other incidents.

Making a Complaint

If you have a complaint or feel like an incident was inappropriately handled, we would like you to tell us about it.

1. In most cases complaints can be dealt with right away by a personal discussion with the appropriate member of staff who will strive to deal with any complaint to your satisfaction. However, if you feel that your complaint has not been properly dealt with then we ask you to do the following:
2. Telephone or write to the CEO, Amanda Watkinson, (using the form overleaf if you wish), who will acknowledge in writing within 7 days receipt of the



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complaint (either manually or electronically). They will then investigate your complaint.

3. We will speak with all involved parties within 21 days. We will then come up with a solution within 7 days and put the solution into practice within 1-3 months depending on the complexity of the solution.
4. The CEO or a designated officer shall communicate the results of the investigation to the complainant within a reasonable time, usually 30 days.
5. Should you be dissatisfied with the result of this investigation you have the right to put your complaint personally to the Board of Trustees.
6. Where appropriate Move Momentum will send you a written response signed by the Chairperson of the Board of Trustees.

We are committed to reviewing our policies annually.

This procedure was last reviewed and approved by the Board of Trustees on 3.11.21.

All complaints will be treated seriously, and complainants will always be treated with courtesy and respect.

UNIT 12, Winnall Valley Road, Winchester SO23 0LD
info@movemomentum.co.uk



Complaint Form

Name _____

Address _____

Daytime telephone number (Please give us this so we can get back to you quickly)

Are you completing this form on behalf of someone else? Yes / No

If yes, please give that person's name and their relationship to you

Which service is your complaint about?

Please give details of your complaint

Please return this form to:

Amanda Watkinson
Move Momentum
UNIT 12
Winnall Valley Road
Winchester
SO23 0LD
info@movemomentum.co.uk