

# Complaints Policy

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*Person responsible: Ignite Sport Coordinator*

## Introduction

Open communication and feedback are regarded as essential elements in ensuring that Ignite Sport provide the best service possible. Ignite Sport encourages the raising of any issues or concerns that anyone may have at the earliest opportunity possible to promote early resolution.

## Purpose

The purpose of this policy is to promote common sense resolution of complaints received from external agencies or people. Note: if the complaint is about abuse or neglect of a young person then please refer to our Young Person Protection Policy for the correct procedure.

## Policy

Ignite Sport take all complaints seriously and will use them to improve our service delivery.

All complaints will be responded to within 10 days, and any ongoing discussions will be held in a timely manner.