

Tackle the Mindset – Complaints Policy



1. Policy Statement

At Tackle the Mindset, we are committed to delivering high-quality, values-driven coaching services. We welcome feedback and take all complaints seriously, using them as opportunities to learn, improve, and strengthen trust with our participants, schools, parents, and partners.

2. Purpose

This policy outlines how individuals can raise concerns or complaints, and how we will respond in a fair, timely, and respectful manner.

3. Scope

This policy applies to all complaints from:

- Participants and their families
- School or club staff
- Community partners
- Members of the public

4. Our Commitment

We will:

- Treat all complaints seriously and confidentially
- Acknowledge complaints within 5 working days
- Investigate complaints fairly and without bias
- Respond with outcomes and actions within 15 working days
- Keep a record of all complaints and use them to improve our services

5. How to Make a Complaint

Complaints can be made:

- In person to a staff member or coach
- By email: ktl@tacklenthemindset.org
- In writing to: Tackle the Mindset, 54 stott terrace, Eccleshill, Bradford, BD2 2DX

Please include:

- Your name and contact details
- A clear description of the issue
- When and where it occurred
- Any relevant supporting information

6. Informal Resolution

Where possible, we encourage concerns to be raised informally with the relevant staff member or coach. Many issues can be resolved quickly through open communication.

7. Formal Complaints Process

If informal resolution is not possible or appropriate:

- The complaint will be reviewed by the Founder (Kyle Lund) or a designated senior staff member
- An investigation will be conducted, which may include speaking to those involved
- A written response will be provided within 15 working days, outlining findings and any actions taken

8. Appeals

If you are not satisfied with the outcome, you may request a review. This will be conducted by an independent advisor or external safeguarding lead (if applicable). The decision of the appeal will be final.

9. Safeguarding Concerns

Any complaint involving the safety or welfare of a child will be treated as a safeguarding concern and handled in line with our Safeguarding Policy. These may be referred to the Local Authority Designated Officer (LADO) or other relevant agencies.

10. Confidentiality

All complaints will be handled with discretion. Information will only be shared with those directly involved in resolving the issue or where required by law.

11. Monitoring and Review

We keep a log of all complaints and review them annually to identify trends and improve our services. This policy is reviewed every 12 months or following a significant incident.

12. Contact

- Complaints Lead: Kyle Lund
- Email: ktl@tackletthemindset.org
- Phone: 07762009194