



Complaints Procedure

Coaching Highland aims to provide its services efficiently, and to as high a standard as possible. We always welcome comments or suggestions which could help us to improve our services.

We are aware that difficulties can occur from time to time and these can affect our service delivery. You can complain if:

- you feel we have done something wrong;
- we fail to do something we said we would do;
- you were not treated courteously or efficiently by a member of our staff.

Stage One:

You can complain in person, in writing, by telephone or by e-mail to the Coaching Development Officer (see contact details below). He will either resolve your complaint immediately or pass it to an appropriate colleague and within 14 days of receipt, the Coaching Highland Office will let you know who is dealing with your complaint and the date by which you will be advised of the outcome / solution or details of what will be done in response to your complaint.

Stage Two:

If you are not satisfied with the outcome of your complaint at stage one, you can contact Highland Council's liaison officer for Coaching Highland (see contact details below), who will arrange to have your complaint investigated. Within 14 days of receipt, he will inform you of the date by which you will be advised of the outcome / solution or details of what will be done in response to your complaint.

Stage Three:

If you are still not satisfied, you should write to the Chair of Coaching Highland (see contact details below), who will arrange to have your complaint, and the way it was handled, investigated. This may involve appointing an independent review panel if deemed necessary. You will be informed in writing of the result of the investigations.

Stage 1 Contact	Stage 2 Contact	Stage 3 Contact
Alan Hoseason Coaching Highland Inverness Leisure Bught Park Inverness IV3 5SS Tel: 01463 718009 alan@CoachingHighland.co.uk	Jonathan Warde Education, Culture & Sport Highland Council Offices High Street Dingwall IV15 9QN jonathan.warde@highland.gov.uk	Councillor Angus Dick Chair – Coaching Highland 2 Morvich Way Hilton Inverness IV2 4PN angus@hilton-inverness.co.uk