

Jumping Beans Complaints Policy

Our commitment

Jumping Beans is committed to providing a safe, welcoming and high-quality experience for children and their families.

We recognise that a parent/carer may be unhappy with an aspect of our service. We welcome feedback and will aim to deal with concerns fairly, respectfully and as promptly as possible.

All complaints will be taken seriously. Information will be treated sensitively and shared only with those who need to know in order to appropriately manage the concern.

Raising a concern

Where appropriate, we encourage parents/carers to raise minor concerns with the coach or member of staff at the time so that they can be resolved quickly.

We recognise that discussing a concern during a class may not always be appropriate, particularly where children are being supervised. In these circumstances, parents/carers should contact Jumping Beans after the session.

Formal complaints should be made in writing to the owner of Jumping Beans and should include, where possible:

- The nature of the complaint.
- The date and session concerned.
- The names of anyone involved.
- Any relevant information about what happened.
- What the complainant would like Jumping Beans to consider or resolve.

How complaints will be handled

Jumping Beans will acknowledge a formal complaint as soon as reasonably practicable.

The complaint will be reviewed and, where necessary, further information may be sought from the complainant, coaches, staff or witnesses.

We aim to provide a response to formal complaints within 10 working days. Where a matter requires further investigation, the complainant will be

informed and given an indication of when a full response can be expected.

The outcome and any actions considered appropriate will be communicated to the complainant.

A confidential record of formal complaints and their outcomes will be retained where appropriate.

Complaints involving a coach or member of staff

Where a complaint relates to the conduct or actions of a coach, employee or volunteer, the matter will be considered by the owner of Jumping Beans.

The individual concerned may be asked to provide their account of events. Appropriate action will be taken where concerns are substantiated.

Information relating to another individual, including details of any employment or disciplinary action, may remain confidential and may not be shared with the complainant.

Safeguarding concerns

Where a complaint raises a concern about the safety or welfare of a child, it will be managed in accordance with the Jumping Beans Safeguarding Policy rather than solely through the complaints procedure.

Safeguarding concerns may need to be referred to the appropriate safeguarding authorities regardless of whether a formal complaint has been made.

Serious incidents

Where a complaint concerns an accident, injury or other significant incident, Jumping Beans may also follow its Accident, Injury & Emergency Procedure and notify its insurer or another relevant organisation where appropriate.

Fair treatment

Making a genuine complaint will not adversely affect a child's participation at Jumping Beans.

Jumping Beans expects communication from all parties to remain respectful. Abusive, threatening or intimidating behaviour towards staff, coaches, children or other families will not be accepted.

Learning from complaints

Complaints provide an opportunity to review our practices. Where appropriate, Jumping Beans will use the outcome of complaints to make changes to its procedures, training, risk assessments or delivery.

Review

This policy will be reviewed annually and may be reviewed sooner following a significant complaint, change in operating arrangements or relevant change in guidance.

Policy owner: Jumping Beans

Review frequency: Annually

Last reviewed: September 2026

Next review: September 2027