



# Parent/Carer Complaints Form

At Engage Community, we take all concerns and complaints seriously. Our aim is to address issues promptly, fairly, and in line with our **Complaints Policy**.

If you would prefer to raise your concern informally first, please speak with your child's lead coach or a member of our team.

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## 1. Your Details

- Full Name: \_\_\_\_\_
- Child's Name (if applicable): \_\_\_\_\_
- Contact Number: \_\_\_\_\_
- Email Address: \_\_\_\_\_
- Preferred method of contact: ☐ Phone ☐ Email ☐ Other: \_\_\_\_\_

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## 2. Date and Location of Concern/Incident

- Date of concern/incident: \_\_\_\_\_
- Location/Club/Session (e.g. school, holiday camp, community session):  
\_\_\_\_\_

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## 3. Details of Your Concern or Complaint

Please provide as much detail as possible, including:

- What happened
- When it happened
- Who was involved

(You may continue on a separate sheet if needed)

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#### 4. Informal Resolution

Have you raised this concern informally already?

- ☐ Yes
- ☐ No

If yes:

- Who did you speak to? \_\_\_\_\_
- What was the outcome? \_\_\_\_\_

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#### 5. Desired Outcome

What would you like to happen as a result of your complaint?

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#### 6. Declaration

I confirm that the information provided in this form is accurate to the best of my knowledge.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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#### Returning the Form

Please return this completed form by one of the following methods:

- Email: **info@engagecommunity.co.uk**
- In person: Hand to the **Lead Coach** at your child's session