

Complaints Policy

Date of policy approval: Thursday 15th January 2026

Reviewed: September 2026

Date of policy review: September 2027

Writer/reviewer of this policy: Dan Chapman, Managing Director

Objectives of this Policy

CoachUnlimited will monitor, record, take seriously, and deal promptly with any complaints received, and ensure that prompt action is taken to satisfy the complaint wherever possible.

If necessary, CoachUnlimited will improve internal operations to rectify any weaknesses highlighted by the complaint.

A complainant should not be regarded as a nuisance: they are behaving correctly in voicing their concerns. It is CoachUnlimited's role is to take the complaint seriously, to pay close attention to the matter they raise, and to issue an appropriate response.

Procedures for customers to make a complaint

CoachUnlimited aims to provide high-quality services. We believe we achieve this most of the time. However, if we are not getting it right please let us know. Complaints are useful to us and we see them as an opportunity to learn. Complaints will be used to advise our quality assurance plan.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

If you are unhappy about any of CoachUnlimited services, please speak to the relevant staff member, manager or director. You can contact us on (01455) 393404 or via email at dan@coach-unlimited.co.uk.



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If you are unhappy with an individual within CoachUnlimited, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the director using the contact details above. Often, we will be able to give you a response straight away. When the matter is more complex, we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the director via email or post:

CoachUnlimited
Stables End Court
Market Bosworth
CV13 0JN

dan@coach-unlimited.co.uk or teresa@coachunlimited.co.uk

All written complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with and the measures we will take to ensure there is no repeat of this action. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

Finally, please also let us know if you are happy with CoachUnlimited's services.

Staff use of complaints procedure

All staff will receive information about our complaints procedure within their induction.

Responsibilities of CoachUnlimited

- To make all staff aware of this policy
- Keep on file an electronic and paper copy
- All staff have access to electronic policies



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- Internal email to be sent if and when any amendments are made
- To monitor that this policy and procedures is used by staff and instructors
- Informal and formal observations and monitoring visits
- Routine performance review meetings
- Review meetings with clients
- To review this policy and procedures at least every year
- To record and investigate all complaints made
- To meet with instructors if complaints are made against them and take disciplinary action where necessary



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