



## **Refunds & Complaints Policy**

### **Policy Statement**

At ClubsComplete, we take complaints very seriously, and have set procedures to be followed should a problem arise. Should a parent/carer have a complaint/would like to request a refund, this will need to be put in writing to ClubsComplete by either post or email FAO Kerry Barsby/ k.barsby@clubscomplete.co.uk. Any complaints/ refund requests will be fully investigated by our Complaints Officer (Kerry Barsby), a full investigation for a complaint/refund request could take up to 14 days, however all complaints/refund requests will be acknowledged within 72 hours of receipt.

### **Procedures**

This written statement of complaint procedures will be available at every club ran by ClubsComplete:

Complaints and refund requests will only be accepted in writing (if a ClubsComplete member of staff receives a call from a parent/carer who has a complaint or would like a refund for any particular reason, he/she will be told to put this in writing and send it to us via email/post)

This formal complaint/refund request will be kept as a written record for a period of three years, including the outcome of the investigation and the action that ClubsComplete took in response.

### **Anyone purchasing services from ClubsComplete will only be entitled to a refund under the following circumstances:**

- If for any reason the club has been cancelled by ClubsComplete
- If a parent/carer has a valid reason to be unsatisfied with the service which could have been controlled by a member of our staff. The reason for your refund request will be fully investigated, and if a member of our staff could have controlled the situation, you may be considered for a refund.
- If ClubsComplete do not stick to our policies and procedures
- If a child is hurt by faulty equipment provided by ClubsComplete
- If the weather does not permit the ClubsComplete staff to travel to the venue

**Anyone purchasing services from ClubsComplete will NOT be entitled to a refund if:**

- A child is ill on the day of the club
- If the weather does not permit you to travel to the club, if the ClubsComplete staff can get to the venue
- A parent/carer gets the dates/times of the club(s) wrong, and for this reason does not come
- A parent/carer does not bring the child to the club
- A parent/carer books the services, and then does not use them
- A parent/carer books the services, and then realises we are not OFSTED registered (and they therefore cannot get tax credits back)
- If, in the unlikely event, a child is hurt due to a problem with the venue. ClubsComplete hire out all of the venues on a temporary basis, and any problems with the venues should be sent to their Premises Officers.
- A parent/carer does NOT have a valid reason to make a complaint (and requests a refund)
- If a parent/carer pays for an incorrect club on the website, ClubsComplete will happily transfer the payment to the correct club however the parent/carer will not receive a refund

**As detailed at the bottom of all pages of the website please note the following:**

N.B.: ClubsComplete has a strict no refunds policy once services have been booked and payment has been processed due to staffing ratios when working with children. Should your circumstances change or you make an error at the time of booking, we will be more than happy to give a credit note to the full value of the service that you have paid for. This credit note can be used against future clubs or services provided by ClubsComplete Ltd (not by any schools or businesses that we work in partnership with) or can be used for services by another child.