



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/Kerry@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

A complaint will NOT be valid if:

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