



Complaints Procedure

SEASON X • 2026/2027

Document	Procedure	Effective	September 2026
Owner	Black Ice Academy Directors	Review	September 2027

Black Ice Academy welcomes feedback and aims to resolve concerns fairly, promptly and respectfully. This procedure covers complaints about services, administration, coaching practice and academy decisions.

Safeguarding concerns are not ordinary complaints. If a concern is about a child being harmed or at risk, or about the suitability of an adult who works with children, use the Safeguarding and Child Protection Policy immediately. Do not wait for the complaints process.

How to complain

1. Raise routine queries informally with the appropriate academy contact where suitable. A formal complaint should be emailed to info@blackicecheer.co.uk for the attention of the Directors.
2. Include your name and contact details, what happened, relevant dates/people, any steps already taken, and the outcome you are seeking. Anonymous concerns will be considered where enough information is available, particularly if safety is involved.
3. BIA will acknowledge a formal complaint within three working days where practicable and identify who will handle it. A person who is materially involved in the complaint should not lead the investigation where an alternative is reasonably available.
4. BIA aims to provide a written outcome within ten working days. If more time is needed, the complainant will be told why and given an updated timescale.
5. If dissatisfied, the complainant may request a review by the other Director (or another suitably independent person where both Directors are involved) within ten working days of the outcome. The review will focus on whether the procedure was fair and the decision reasonable on the information available.

Fairness, confidentiality and records

- Complaints will be handled without retaliation or disadvantage for raising a genuine concern.
- Information will be shared only with those who need it to investigate, respond or meet safeguarding/legal duties.
- BIA will keep an appropriate record of formal complaints, outcomes and actions, in line with its data protection and retention arrangements.
- Where a complaint raises a safeguarding allegation about a person who works or volunteers with children, the internal complaints process may be paused or adapted to follow LADO, police or children's social care advice.

Legal and guidance framework

This document should be read alongside Black Ice Academy's other safeguarding and safety procedures. It is aligned to the following legislation and guidance current at September 2026:

- Working Together to Safeguard Children 2026, including the requirement to distinguish allegations from complaints



- UK GDPR and Data Protection Act 2018, as amended
- Black Ice Academy Safeguarding and Child Protection Policy

Approval and review

Approved by

Kathryn Thompson and Victoria Worley, Directors

Effective from

September 2026

Next scheduled review

September 2027

Earlier review

Following a serious incident, material legal/guidance change, or significant change to academy operations