

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 Amelia Gillespie/ a.gillespie@clubscomplete.co.uk. Any complaints/refund requests will be fully investigated by our Complaints Officer (Amelia Gillespie), 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 the club has been cancelled by ClubsComplete due to an event beyond our reasonable control (e.g. fire, flood, E-Coli outbreak, strike, civil action, act of terrorism, war etc.) occurs, for which we have business interruption insurance, we may close our settings without liability to you and we will not charge for the fees or if you have pre-paid for the club this session will be put in to credit for you
- 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

For any parent/ guardian who requires a session crediting for reason out of their control they must inform the ClubsComplete head office on 01530 412750 prior to the session commencing. Please note if that staff members at the setting can not offer the credit so therefore all communications must come through to head office.



ClubsComplete

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children and young people

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

- A child is ill on the day of the club and we have not received any prior warning to the session commencing
- If the weather does not permit you to travel to the club, if the ClubsComplete staff can get to the venue
- If it is, in our reasonable opinion, necessary or in the interests of the child to do so, we may close the setting even though our business interruption insurance will not cover us for the closure. In these circumstances, we will charge you for the setting and a credit will not be offered. For example, we may be forced to close because of severe weather conditions, outbreak of flu, swine flu or other illnesses etc and if the owner of the premises closes the premises and denies us access.
- 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.

LAST REVIEWED: 20TH FEBRUARY 2018
NEXT REVIEW DATE: 21ST AUGUST 2018