



Complaints Procedure

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Policy Owner: Andy Robinson, Director

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1. Purpose

Insight2Excellence Ltd is committed to providing coaching that is safe, professional, ethical, person-centred and delivered with appropriate care and skill.

Whilst every effort is made to deliver a high-quality service, there may be occasions when a client is dissatisfied or believes that the service has not met their expectations.

This procedure explains how concerns and complaints can be raised, how they will be managed, and what clients can expect throughout the process.

Insight2Excellence welcomes feedback and views complaints as an opportunity to listen, learn, put things right where appropriate, and improve the quality and safety of the coaching service.

This procedure is intended to provide a fair, clear and accessible process for resolving concerns and complaints. It does not affect any statutory rights or other legal or regulatory remedies available to clients.

2. Scope

This procedure applies to concerns or complaints relating to:

- the quality of coaching provided
- professional conduct
- communication
- professionalism
- confidentiality

- data protection and the handling of personal information
- appointments or cancellations
- fees or invoicing
- professional boundaries
- discrimination, harassment or victimisation
- accessibility or reasonable adjustments
- safeguarding practice
- any other aspect of the service provided by Insight2Excellence.

This procedure applies to all coaching services delivered by Insight2Excellence.

3. Our Commitment

When a complaint is received, Insight2Excellence will:

- listen respectfully
- remain open, fair and as impartial as reasonably practicable
- respond promptly
- investigate fairly and proportionately
- keep appropriate records
- explain decisions clearly
- identify learning and opportunities for improvement where appropriate
- treat everyone with dignity and respect throughout the process
- take reasonable steps to ensure that clients are able to participate in the complaints process.

No client will be disadvantaged, discriminated against, victimised or treated unfairly because they have raised a genuine concern or complaint.

Insight2Excellence will not assume that a complaint is unfounded simply because it is disputed or because the complainant and the coach have different recollections of events.

4. Raising a Concern

Insight2Excellence encourages clients to raise concerns as early as possible.

Many issues can be resolved quickly through an open and respectful conversation, and clients may choose to raise a concern informally where they feel comfortable doing so.

Clients may raise concerns:

- during a coaching session
- by telephone
- by email
- in writing
- by another reasonable communication method agreed with Insight2Excellence.

Clients do not have to raise a concern informally before making a formal complaint.

Complaints should normally be raised within **12 months** of the issue occurring.

Insight2Excellence recognises that there may be circumstances in which a complaint cannot reasonably be made within this period. Complaints made after 12 months may therefore still be considered where there is a reasonable explanation for the delay and it remains possible to investigate the matter fairly.

Reasonable adjustments will be considered where needed to enable a client to raise or participate in a complaint. This may include adjustments to the method of communication, format of information, meeting arrangements or timescales, where reasonably practicable.

5. Making a Formal Complaint

If a concern cannot be resolved informally, or if the client wishes to make a formal complaint from the outset, they may do so.

Formal complaints should preferably be made in writing, although Insight2Excellence will consider complaints made by other reasonable means and will provide appropriate assistance where required.

A complaint should, where possible, include:

- the client's name
- contact details
- a description of the concern or complaint
- relevant dates
- any relevant supporting information or documentation
- the outcome the client hopes to achieve

Clients will not be required to use particular wording or a formal complaints form.

A complaint should be sent to the contact details provided by Insight2Excellence for complaints.

6. Acknowledgement

Insight2Excellence will acknowledge receipt of a formal complaint within **five working days**.

The acknowledgement will include:

- confirmation that the complaint has been received
- an outline of the complaints process
- the name or role of the person responsible for handling the complaint
- the expected timescale for the investigation and response
- details of how the client can communicate with Insight2Excellence about the complaint.

Where a complaint is made verbally, Insight2Excellence may make a written record of the complaint and, where appropriate, provide the client with an opportunity to confirm that the record accurately reflects their concerns.

7. Investigation

As Insight2Excellence is currently a sole-practitioner service, the Director is normally responsible for investigating complaints.

Insight2Excellence recognises that this can create an inherent conflict where a complaint concerns the Director personally. In such circumstances, the Director will seek, where reasonably practicable, appropriate independent advice, support or review to help ensure that the complaint is handled fairly and impartially.

The investigation may include:

- reviewing relevant coaching records
- reviewing correspondence
- reviewing relevant policies, agreements or other documents
- considering information provided by the complainant
- discussing the complaint with the client where appropriate
- seeking professional advice where necessary
- seeking independent advice or review where appropriate.

The investigation will be proportionate to the nature and seriousness of the complaint.

The aim is to establish a fair understanding of what occurred, based on the information reasonably available.

Where additional information is required from the complainant, Insight2Excellence will explain what is needed and why.

8. Response

A written response will normally be provided within **20 working days** of receiving the formal complaint.

Where additional time is required because of the complexity of the complaint, the need to obtain further information, or other reasonable circumstances, the client will be informed of the reason and given a revised timescale.

The response will include, where appropriate:

- a summary of the complaint
- the findings of the investigation
- any conclusions reached
- any actions taken or proposed
- any learning identified
- any proposed resolution
- information about the client's right to request an independent review if they remain dissatisfied.

The response will be clear and proportionate to the issues raised.

9. Possible Outcomes

Depending on the circumstances, outcomes may include:

- an explanation
- an apology
- clarification of misunderstandings
- correction of an error
- changes to working practices
- review or amendment of policies
- additional professional supervision
- further training or professional development
- an appropriate financial or other remedy where justified
- termination of the coaching relationship where appropriate.

Not every complaint will result in the outcome the complainant requests. Where Insight2Excellence does not agree that a particular remedy is appropriate, the reasons will be explained.

Any outcome will take account of the client's rights under applicable law and the terms of any relevant agreement.

10. Independent Review

Insight2Excellence is committed to fairness and recognises the importance of independent oversight, particularly because the practice is currently operated by a sole practitioner.

If a complainant remains dissatisfied after receiving the outcome, they may request an independent review.

Where reasonably practicable, the review will be undertaken by a suitably qualified or experienced person who has had **no prior involvement in the complaint or its investigation**.

Depending on the circumstances, this may include:

- an independent coaching professional
- an appropriately qualified professional adviser
- the coach's professional supervisor, where the supervisor has had no prior involvement in the matter and is sufficiently independent to undertake the review
- the relevant professional body, where applicable.

The purpose of the independent review is to consider whether the complaint was handled fairly, reasonably and in accordance with this procedure.

The reviewer may consider whether:

- the complaint was properly understood
- relevant information was considered
- the investigation was proportionate
- the conclusions were reasonably supported by the information available
- the complaints procedure was followed appropriately.

The independent review is not intended to constitute a completely new investigation unless the reviewer considers it necessary.

The outcome of an independent review will be communicated to the complainant in writing.

11. Professional Bodies and External Routes

Where appropriate, clients may also seek advice from the professional coaching body of which the coach is a member.

If a complaint suggests that professional or ethical standards may have been breached, clients may be able to raise concerns directly with the relevant professional body in accordance with its complaints process.

Insight2Excellence will provide details of relevant professional memberships upon request.

Nothing in this procedure prevents a client from exercising any legal, regulatory or statutory rights available to them.

Where a complaint concerns a matter falling within the remit of another regulatory or statutory body, Insight2Excellence may advise the client of the relevant external route where appropriate.

12. Safeguarding Concerns

Complaints relating to abuse, neglect or safeguarding will be managed in accordance with the Insight2Excellence Safeguarding Adults Policy.

Safeguarding concerns may require immediate action and will not normally wait until the complaints process concludes.

Where there is an immediate risk of serious harm, appropriate emergency or safeguarding services may need to be contacted.

Where information needs to be shared to protect someone from harm, this will be handled in accordance with applicable law, safeguarding duties and the Insight2Excellence Safeguarding Adults Policy.

13. Data Protection and Confidentiality

Complaints will be handled sensitively and confidentially.

Information will only be shared with those who need to know in order to investigate or respond appropriately, or where disclosure is required or permitted by law.

Records relating to complaints will be stored securely and managed in accordance with the Insight2Excellence Confidentiality and Privacy Policy, Data Protection Policy and applicable data protection law.

Where a complaint concerns the handling of personal data, it will also be managed in accordance with the Insight2Excellence Data Protection Policy and the legal requirements applicable to data protection complaints.

Insight2Excellence will provide an appropriate response to data protection complaints without undue delay and will keep the complainant informed where appropriate.

Nothing in this complaints procedure limits a person's rights under applicable data protection legislation.

14. Learning and Improvement

Insight2Excellence values feedback as an opportunity for reflection and learning.

Following the conclusion of a complaint, consideration will be given to whether any learning or improvement is appropriate, including:

- changes to policies

- improvements to practice
- additional training
- additional professional supervision
- enhanced communication
- improvements to accessibility
- improvements to the client experience
- changes to systems or processes.

The aim is to continually improve the quality, safety, accessibility and professionalism of the coaching service.

Where appropriate, learning from complaints may be discussed anonymously within professional supervision or used for continuing professional development, while protecting the confidentiality and privacy of the individuals involved.

15. Records

Insight2Excellence will maintain appropriate records of complaints, investigations, correspondence, outcomes and any actions taken.

Records will be stored securely and retained in accordance with the Insight2Excellence Data Protection Policy and applicable retention requirements.

Complaint records will only be retained for as long as necessary for legitimate business, legal, regulatory, insurance, professional or accountability purposes.

16. Review

This procedure will be reviewed annually, or sooner if:

- legislation changes
- professional guidance changes
- relevant regulatory requirements change
- insurance requirements change
- learning from complaints indicates that changes are required
- there is a significant change to the structure or operation of Insight2Excellence.

Appendix A – Complaints Process

Step 1

Raise a concern informally, if appropriate.

Many concerns can be resolved through an open conversation. A client does not have to attempt informal resolution before making a formal complaint.

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Step 2

Submit a formal complaint.

Complaints should normally be made within 12 months of the issue, although later complaints may be considered where there is a reasonable explanation for the delay and a fair investigation remains possible.

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Step 3

Acknowledgement within five working days.

Insight2Excellence will confirm receipt, explain the process and provide an expected timescale.

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Step 4

Fair and proportionate investigation.

Relevant records, correspondence and information will be considered. Independent advice or review may be sought where appropriate.

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Step 5

Written response normally within 20 working days.

Where more time is reasonably required, the client will be informed and given a revised timescale.

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Step 6

Independent review if the client remains dissatisfied.

Where reasonably practicable, the review will be undertaken by someone who has had no prior involvement in the complaint.

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Step 7

External or professional routes remain available.

Clients may contact the relevant professional body or exercise any legal, regulatory or statutory rights available to them.