

Excel Race Academy Complaints Procedure

Excel Race Academy (hereafter referred to as the 'Club') is committed to delivering a high standard of coaching, care and support. If something is not right, we want to know about it so we can put it right quickly. This procedure sets out a clear, fair route for parents, guardians and adult athletes ('Customers', as defined in our Terms and Conditions) to raise a concern, and for the Club to agree a plan to resolve it.

This procedure forms part of the Club's Terms and Conditions. Nothing in it affects your statutory rights.

1. What this procedure covers

Examples of matters that can be raised under this procedure include:

- The standard, content or duration of coaching sessions
- Supervision of athletes outside training (downtime, evenings and travel)
- Academic tuition delivered on camp
- Accommodation, transport, travel arrangements and other logistics
- Invoices, including charges for Excluded Costs
- Behaviour of another athlete towards your child, including bullying (see also section 8)
- Communication from Club staff

Before raising a concern, please check the Terms and Conditions and the Financial Document for the relevant season. These set out what is included in and excluded from your Programme or Flexible Week fee (for example, academic tuition is typically up to 15 hours per week on camp, and lift passes, race entries and flights are Excluded Costs). Matters that the Terms and Conditions state are outside the Club's control or non-refundable, such as snow conditions, weather, resort closures, changes of venue or coaching staff, and illness or injury, do not entitle a Customer to a remedy under this procedure. We will still listen to any concern about them.

This procedure does not cover safeguarding concerns, which must be raised as set out in section 8.

2. Stage 1: Informal resolution

Most concerns are minor and can be resolved quickly by speaking to the right person. Please raise the matter directly with the relevant coach or member of staff by email, telephone or WhatsApp as soon as possible, ideally while the athlete is still on camp so it can be addressed straight away.

The member of staff will listen, try to resolve the matter within 5 working days (or sooner while on camp), and keep a brief note of the concern and the action taken. If they are not the right person to deal with it, they will pass it on and tell you who will.

3. Stage 2: Formal complaint

If the matter is not resolved at Stage 1, there is no improvement, or the concern is too serious to deal with informally, please make a formal complaint in writing by email to **info@excelraceacademy.co.uk**. Formal complaints are received by both Directors, Rob Bullen and Jazzy Bullen.

Your email should include:

- Your name and your athlete's name
- The Programme, camp or week concerned, with dates
- A clear description of what happened, when, and who was involved
- What was done at Stage 1 and the result
- Any supporting evidence, such as emails, messages, photographs or invoices
- The outcome you are seeking

Formal complaints should be made as soon as possible, and no later than 28 days after the end of the camp or week concerned. Complaints raised after this may be considered at the Club's discretion.

4. How we will handle a formal complaint

- **Acknowledgement:** we will acknowledge your complaint within 2 working days.
- **Discussion:** a Director will contact you within 5 working days to discuss the complaint.
- **Investigation:** we will review records and speak to the staff and, where appropriate, athletes involved.

- **Written response:** we will confirm our findings and any proposed resolution in writing within 14 days of receiving your complaint. If we need longer, for example because staff are working abroad on camp, we will tell you why and give you a revised date.

5. Outcome and Action Plan

Each complaint will be found to be upheld, partly upheld or not upheld, with reasons. Where a complaint is upheld or partly upheld, the Club will agree a written Action Plan with you, setting out the steps to be taken, who is responsible and the timescale, with a date to review progress.

A financial remedy, such as a credit against future Services or a partial refund, will only be considered where a complaint has been upheld, a material failure in the Services has been shown, and the agreed Action Plan has not put matters right or could not reasonably do so. Any remedy will be proportionate to the failure and confirmed in writing.

6. Payments during a complaint

Raising a complaint does not suspend or reduce any payment due. All invoices remain payable in full by their due date, and the late payment provisions in the Terms and Conditions continue to apply. Withholding payment is not a substitute for this procedure. If a complaint is upheld and a remedy agreed, it will be applied by credit or refund once agreed.

If you believe an invoice contains an error, please tell us before the due date. We will check it and, if it is wrong, issue a corrected invoice.

7. If you remain dissatisfied

The Directors' written response is the Club's final decision under this procedure. If you remain dissatisfied, both parties agree to attempt resolution through alternative dispute resolution (ADR) before starting any legal proceedings, as set out in the Terms and Conditions. The Club may refer the matter to the Centre for Alternative Dispute Resolution (CADR) for this purpose.

8. Safeguarding concerns

This procedure is not for safeguarding concerns. If you are worried about the safety or welfare of any child or young person, including possible abuse, serious or persistent bullying, or poor practice by an adult, please contact our Club Welfare Officer, Jules Deer, straight away on **+44 (0)7736 238434** or **welfare@excelraceacademy.co.uk**. If

the Club Welfare Officer is unavailable or the concern involves them, contact Snowsport England's safeguarding team at **welfare@snowsportengland.org.uk** or via **www.snowsportengland.org.uk/safeguarding**. If a child is in immediate danger, call the emergency services (999 in the UK, 112 in Europe). Concerns will be handled under the Club's Safeguarding Policy, Anti-Bullying Policy and Snowsport England's SnowSafe framework. A complaint about how the Club handled a safeguarding matter may still be raised under this procedure.

9. Conduct, confidentiality and records

We ask that complaints are raised calmly and respectfully, in line with the Parent's Code of Conduct. Staff will treat you with the same courtesy. Complaints that are abusive, malicious or repeat a matter already concluded under this procedure will not be re-investigated, and the Club may ask that future contact is made in writing only.

Complaints are kept confidential and shared only with those who need to know in order to resolve them. Where a complaint involves another athlete or a member of staff, we will tell you what we are doing to address it, but we will not share details of any action taken in relation to that individual. Anonymous complaints cannot be investigated but will be treated as feedback.

A record of each formal complaint, the outcome and any Action Plan is kept securely in line with our Privacy Policy and retained for six years. Complaints are reviewed by the Directors to help improve our Services.

Signed:



Rob Bullen, *Managing Director*

Date: 08/10/2026