



Complaints Policy

Purpose and Scope

For the purposes of this document, 'the company' is hereby referred to as any of the following entities within the group:

Stadium Traffic Management Ltd – company number 07099264
Stadium Facilities Management Ltd – company number 09886465
Stadium Traffic Management Training Ltd – company number 08501707.

The purpose of this policy is to confirm and communicate the Company's policy on dealing with complaints received from clients, employees or learners on programmes managed by them.

This policy does not form part of employees' contract of employment and the Company may amend it at any time.

Introduction

Stadium ensures that all complaints will be treated seriously, promptly and in confidence. We will also ensure to review complaints to improve our service.

We take a categorized approach to complaints depending on the source and nature of complaint being submitted.

Client Complaints

It is the responsibility of the client to notify Stadium at the earliest opportunity if they are not satisfied with the services of the company, so that, wherever possible, this may be brought to the attention of the company at the appropriate time.

Client complaints must be first submitted to their appointed contracts manager or

to info@wearestadium.com for immediate investigation. You will receive frequent updates on the status from thereon until conclusive findings can be shared with you. Where appropriate, you will be advised of remedial steps the company will take in response to the findings.

Should you feel the matter remain unresolved, the client is entitled to escalate this for Director-level attention. A client wishing to make a complaint must make it writing to Head Office at Stadium:

**Unit 5,
Bodmin Rd,
Coventry,
CV2 5DB**

Alternatively, you may submit electronically to info@wearestadium.com , subject matter titled "Confidential – Complaint" where the matter will be passed to the most appropriate director for which your matter concerns in order to arrive at a conclusive position.

Staff Complaints

This procedure relates to handling of staff complaints about co-workers, mid management or senior management.

These must be first submitted to the respective operations manager of the work activities in question or hr@wearestadium.com who will follow-up with a full response or investigation, where appropriate.

If you wish to escalate the complaint you may do so, writing via e-mail or letter, to the Stadium HR Director:

Ms Lorraine Baillie
l.baillie@wearestadium.com
Unit 5
Bodmin Rd
Coventry,
CV2 5DB

You must provide details of your complaint, including your operations manager's response and supporting justification for escalating the matter to the Stadium HR Director.

All complaints will be investigated directly by the HR Director and we will endeavour to respond to the complainant verbally or in writing within 7 working days.

Training Complaints

It is the responsibility of the trainee to notify Stadium at the earliest opportunity if they are not satisfied with the services of the company, so that, wherever possible, this may be brought to the attention of the company at the appropriate time.

Complaints must be first submitted to their appointed contracts manager or training@wearestadium.com for immediate investigation. You will receive frequent updates on the status from thereon until conclusive findings can be shared with you. Where appropriate, you will be advised of remedial steps the company will take in response to the findings.

Should you feel the matter remain unresolved, the trainee is entitled to escalate this for Director-level attention.

A trainee wishing to make a complaint must make it writing to Head Office at Stadium:

**Unit 5,
Bodmin Rd,
Coventry,
CV2 5DB**

Alternatively, you may submit electronically to info@wearestadium.com, subject matter titled "Confidential – Complaint" where the matter will be passed to the most appropriate director for which your matter concerns in order to arrive at a conclusive position.

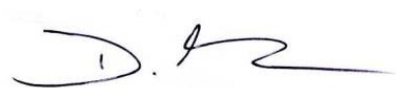
Stakeholder Complaints

Stakeholders include any 3rd parties who have been impacted by Stadium work activities who wish to submit a formal complaint.

Complainants are requested to submit their complaint in writing to info@wearestadium.com

This will be passed to the respective operational point of contact overseeing the work activities in question. This will be investigated you will receive a response within 7 working days. Complainants will be notified if we consider additional time is required in order to fully investigate to complaint.

Should you be dissatisfied with the response, you are entitled to request an escalation to a senior director. The director will make a determination of the company's final response to your complaint with a view to resolving the matter.



01/02/2022

David McAtamney
Executive Chairman

Date**Document Information**

Document Title:	Complaints Policy
Document Owner:	STM
Contact Details:	l.baillie@wearestadium.com
File Reference:	ComplaintsPolicy01022022

Version History

Version	Date released	Originator	Authorised	Comments
V2	11/06/2017	Jack Taft	Lorraine Baillie	Contact details change
V3	16/05/2017	Jack Taft	Lorraine Baillie	Removal of text RE Oral Hearings. Complaints are now categorised with unique steps for resolution.
V4	21/05/2019	Maria Holmes-Keeling	Lorraine Baillie	Updated branding
V5	25/11/2019	Jemma Baillie	Lorraine Baillie	Updated contact details for appeals
V5.1	01/02/2021	HR	Lorraine Baillie	Minor content revision

V5.2	01/02/2022	Rosie Hyde	Lorraine Baillie	Minor Content Revision
V5.3	May 2023	Compliance		Email Revision