



Creating friends through fun and fitness

**COMPLAINTS
POLICY**

WGGC COMPLAINTS POLICY

At WGGC, we aim to provide a high quality, efficient and fun service to children and young people of the local community.

At regular intervals, the organisation's Management Team and Staff meet to discuss and review the day to day running of the gym and continuously strive to make improvements to the services offered.

From time to time however, a complaint may arise about some aspect of the organisation, or an individual member of staff and this policy outlines how to proceed should a complaint arise.

Step 1

Misunderstandings often arise through a simple breakdown in communication and in most cases it should be possible to resolve any problems informally, as soon as they occur.

It is imperative that if you have legitimate concerns they are brought to light immediately - if we do not know of concerns, we can do nothing to resolve them.

A straightforward informal discussion between those involved may be all that is needed to set things right and we hope that any issues of concern can be resolved at this stage.

If it is not possible to resolve the issue informally, there is a formal complaints procedure that can be followed which is laid out below.

Step 2

You should direct your complaint to one of our Senior Management Team (email addresses can be found in your Welcome Pack, on the Contacts Page of our website or in the Parents Room & toilets of the main venue).

Contact the Senior Management Team and voice your complaint. They may deal with the complaint directly or call a meeting with other members of the Management or Welfare Team, along with yourself to discuss the complaint in detail.

If a meeting is called, a member of the Management or Welfare Team will investigate the complaint within 20 working days.

If the complaint involves another parent/child/staff member they may be contacted to answer appropriate questions. Any witness to the complaint/incident may also be contacted.

An informal record of the complaint and subsequent meetings and statements will also be made and the findings will be communicated back to you verbally.

Step 3

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, you should put your complaint in writing including full and comprehensive detail with relevant names, dates, evidence and any other important information of the nature of the complaint.

Formal complaints should be direct to one of our Senior Management Team or Club Welfare Officer (email addresses can be found in your Welcome Pack, on the Contacts Page of our website or in the Parents Room & toilets of the main venue).

If a meeting is called, a member of the Management or Welfare Team will investigate the complaint within 20 working days.

If the complaint involves another parent/child/staff member they may be contacted to answer appropriate questions. Any witness to the complain/incident may also be contacted.

A written record of the complaint and any subsequent meetings and statements will also be made.

We will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 20 working days. If there is any delay, we will advise you of this and offer an explanation.

The registered person will be responsible for sending you a full and formal response to the complaint. The formal response to the complaint will be sent to you and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to our policies or procedures emerging from the investigation.

Step 4

If you are still unhappy with the way your concern/complaint has been dealt with, your complaint may be investigated by the Governing Body's Regional Welfare Officer if the matter 'seriously compromises the welfare of participants or that could do so'.

Welsh Gymnastics Regional Welfare Officer is Carys Kizito and she can be contacted on 02920 334961 or via email carys.kizito@welshgymnastics.org.

Alternatively you can contact one of the safeguarding team at British Gymnastics on 0345 1297129 or via email safeguarding@british-gymnastics.org

The record of complaints will be kept for at least 3 years from the date of completion, or longer if there is an outstanding query.

Version: 1.1
Approved: April 2018
Review: NA