



*Creating friends through fun and fitness*

**COMPLAINTS & GRIEVANCES  
POLICY**

## **WGGC COMPLAINTS & GRIEVANCES 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.

Please note if your complaint relates to the safeguarding of our members, you should see our Safeguarding Complaints Procedure.

### ***Step 1 – Discussion with persons involved***

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.

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 – Written complaint to Management***

If you are unable to resolve your complaint via the methods in Step 1, you should direct your complaint, via writing, to one of our Senior Management Team. This maybe the discipline lead or the CEO (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 a member of the Senior Management Team via email and voice your complaint. They may deal with the complaint directly, call a meeting with other members of the Management or Welfare Team and/or 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.

A formal record of the complaint and subsequent meetings and statements will also be made and the findings will be communicated back to you in writing within 28 days.

### ***Step 3 – Written complaint to Board of Trustees***

If you are dissatisfied with the outcome of your written complaint, you can appeal to the Board of Trustees. The complaint should again be made in writing and sent to [trustees@wyeandgalaxy.co.uk](mailto:trustees@wyeandgalaxy.co.uk) and should include full and comprehensive details of the matter to date.

The Board will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 28 days. If there is any delay, we will advise you of this and offer an explanation.

The outcome of this investigation will be communicated with you, via writing, within 7 days from the investigation being complete.