



Creating friends through fun and fitness

**SAFEGUARDING COMPLAINTS
POLICY**

WGGC SAFEGUARDING COMPLAINTS POLICY

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

We are committed to ensuring that those that work with children and/or vulnerable adults adopt the best possible practice to ensure the health, safety and welfare of all participants and staff.

WGGC adopt the British Gymnastics Health, Safety & Welfare Policy, along with the Child Protection & Safe Environment Policy. Both policies can be viewed or downloaded from our website or at www.british-gymnastics.org

If you have any concerns regarding poor practice, the implementation of the above policies or the safeguarding/welfare of a participant/staff member please follow the steps below.

Step 1 – Informal Discussion with Welfare Officer

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.

If you have minor concerns this may be rectified by an informal discussion between those involved.

Due to the nature of this type of complaint we recommend this is done via the Welfare Officer who will lead any discussions and decide on the basis of these discussions if further steps are required.

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 Welfare Officer

If you are unable to resolve your complaint via the methods in Step 1, you should direct your complaint, via writing, to one of Welfare Officers.

We have a number of qualified Welfare Officers available in order for you to feel completely comfortable when making your complaint. Email addresses for all WO's can be found in your Welcome Pack, on the Welfare Officers page of our website or in the Parents Room & toilets of the main venue.

When making your complaint please include as many full and comprehensive details of the matter as possible.

The WO 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.

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.

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

A formal record of the complaint, subsequent meetings, statements and findings will be made.

Step 3 – Written complaint to Regional Welfare Office

If you are dissatisfied with the outcome of your written complaint, if you feel the matter has not been dealt with appropriately, or if the matter seriously compromises the welfare of participants you can inform the governing body's Regional Welfare Officer.

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

Further Steps

If the Regional Welfare Officer deem it necessary, they may contact the British Gymnastics Safeguarding & Compliance Team in order to further investigate any allegations.

If the allegations are of a serious nature, the statutory bodies may also be contacted. This may include Social Services, the NSPCC or the police.