

COMPLAINTS PROCEDURE

Hinckley Olympic Gymnastics Club is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high-quality services for everyone but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right from our lessons learned.

Usually, it should be possible to resolve any problems as soon as they occur. If not, then the parent/carer should follow the formal complaints procedure set out below. Under normal circumstances, the Club Coach in charge of the session will be responsible for managing complaints.

STAGE ONE

- If a parent/carer has a complaint about some aspect of the club's activity or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or the Club Coach in charge of the session. The club is committed to open and regular dialogue with parents/carers and welcomes all comments on its services regardless of whether they are positive or negative. In the first instance, you should request a Complaints/Feedback Form from the club manager, and on completion return it via email. A confirmation of receipt will be acknowledged, and we will advise you of the next step that will be taken to resolve your concern. Please do not speak to the Coach directly, as Coaches are often unable to give the time to you at that time.
- If a satisfactory resolution cannot be found, then stage two of the procedure will come into operation.

STAGE TWO

- If informal discussions of a complaint or a problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint, in writing, to the club chairman. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.
- The club chairman will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 15 working days. If there is

- Any delay the club chairman will advise the parent/carers of the reasons. The Head Coach will keep you up to date with what is happening and will give a full reply.
- If you are not satisfied with the outcome, you can ask the club chairman to refer the matter to the Club Management.

STAGE THREE

- The club chairman will refer the complaint and response to the club management. The club management will investigate the complaint together with the response at a specially convened meeting.
- The club management will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 15 working days. If there is any delay the club management will advise the parent/carers of the reasons. The club management will keep you up to date with what is happening and will give a full reply.
- The response will be copied to the staff members concerned with recommendations for any actions to be taken and any amendments to club policies or procedures emerging from the investigation.
- The Chair of the club management will send a reply within four weeks outlining how the complaint was investigated and detailing the outcome.
- If you are not satisfied with the outcome, you can raise the complaint to British Gymnastics

CONTACT

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British Gymnastics Ethics & Welfare Department: 0845 129 7129 ext: 2346