

Complaints Procedure

BACKGROUND

Worcester Gymnastics Club (WGC) is committed to providing a high-quality experience for all and continually strives to improve and surpass expectations. There may be times when we do not meet our expected standards, and if this is the case, we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

In putting ourselves in others' shoes, we take the time to understand to make things better. By creating a two-way dialogue, we hope to learn from the past to shape a better future.

PURPOSE

The purpose of this policy is to provide a clear framework to assist anyone who is not satisfied, to raise their concerns and to ensure that we respond effectively. Furthermore, it provides for prompt resolution at an early stage, so that complaints are dealt with seriously, fairly and sensitively with no potential victimisation.

SCOPE

Who can raise an issue?

Anyone, member or non-member, can make a formal complaint to WGC.

Policy Coverage

This policy covers all issues relating to services or acts of WGC. Complaints that relate to services provided jointly between WGC and another organisation may be referred to that organisation in the first instance.

What is a complaint?

Under the remit of this policy, we define a complaint as an expression of dis-satisfaction with the acts or services provided by WGC and something that a customer would like investigated with a formal response.

PROCEDURE FOR HANDLING A COMPLAINT

It is usually possible to resolve any problems as soon as they occur by simply speaking with the individuals concerned and/or the coach in charge of the session. We are committed to open, regular dialogue with parents/carers and welcome all comments whether positive or negative.

If a satisfactory resolution cannot be found, then the procedure below should be followed.

How to make a complaint:

All complaints must be made in writing by emailing worcsgymcomplaints@gmail.com

Information required:

When raising an issue with WGC the following information is required:

- Customer name - British Gymnastics Membership Number (if applicable)
- Nature/details of the issue (including as much detail as possible, for example dates of occurrence, times, other people/members involved, location of the issue)

Assistance with making a complaint:

If you require assistance when making a complaint in any way, please email worcsgymcomplaints@gmail.com in the first instance and we will ensure the appropriate support is provided to guide you through the process.

Acknowledgement of complaints:

All complaints will be acknowledged via email within 48 hours and given a specific reference number for future correspondence. A complaint may be referred to a third party organisation where: (a) The complaint does not fall under the jurisdiction of WGC; or (b) Where a complaint is considered to relate to a service that is provided jointly by WGC and a third party organisation and following consultation with the third party organisation, it is agreed that they are better placed to respond to the complaint. Where it is determined that a complaint should be referred to a third-party organisation, the complainant will be informed and, unless they specifically object, their complaint will be referred to the relevant organisation.

Response to a complaint:

We will ensure that all general complaints are reviewed, and a response is provided by email within 15 working days. If there is a delay, you will be notified and kept informed of what is happening until you receive a reply. If a complaint has a safeguarding element it will be managed by our Welfare Officer and staff with designated safeguarding responsibility and not within the remit of this policy. You will be made aware of the forward process and timescales involved in concluding the complaint accordingly. In this instance, it may be necessary to seek advice from the NSPCC or British Gymnastics Welfare Department.

If you are not satisfied with the outcome you can ask to refer the matter to the Committee, who will investigate the complaint together with the response at a specially convened meeting. The Committee will acknowledge receipt of the complaint and fully investigate the matter within 15 working days, and you will be notified of any delay. The response will be copied to the staff member/s concerned with recommendations for any actions to be taken and any amendments to club policies or procedures as a result of the investigation. The Chair of the Committee will send a reply within four weeks outlining how the complaint was investigated and detailing the outcome.

If you remain unsatisfied you can then escalate the complaint to British Gymnastics.

Confidentiality of data:

Any information you provide about your complaint will be securely stored on the WGC Management System and/or in a complaint file. If your complaint relates to any third parties, it is likely that we will need to share details of your complaint with these individuals as part of the investigation. We will ensure we have your consent to do so before any information is shared. You may withhold or withdraw your consent at any point, but you should be aware that this may make it difficult for us to investigate and resolve your complaint. We will hold information about your complaint for three years after the complaint is resolved in line with the British Gymnastics retention period. We will review any request and will comply unless there are any specific circumstances where the right to erasure does not apply.

Compliance Monitoring & Review

This policy will be reviewed annually to ensure it remains fit for purpose.