



SANDBACH  
GYMNASTICS  
FOUNDATION

COMPLAINTS PROCEDURE

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# SANDBACH GYMNASTICS

## *Complaints Procedure*

Sandbach Gymnastics club is committed to providing a safe, stimulating, consistent and accessible service to children and their parents and 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 and learn any issues brought to our attention.

Usually, it should be possible to resolve any problems as soon as they occur. If not, then the parent or carers 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 or carers have a complaint about some aspect of the club's activity, or about the conduct of an individual member of the team, 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 and carers and welcomes all comments on its services regardless of whether they are positive or negative. Please try to make any complaints at an appropriate time (i.e. end of session, changeover times or speak at reception).
- 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 problem have not produced a satisfactory resolution to the situation parents and carers should put their complaint, in detail, in writing to either the Lead Senior Team Coach or Lead Recreational / Intermediate Coach or Welfare Officer. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.
- The Lead Senior Team Coach, or the Lead Recreational / Intermediate Coach or Welfare Officer will acknowledge receipt of the complaint as soon as possible and fully investigate within a normal period of 15 working days. If there is any delay the Lead Senior Team Coach or Lead Recreational / Intermediate Coach or Welfare Officer will advise the parent or carers of the reasons. The Lead Senior Team Coach or Lead Recreational / Intermediate Coach or Welfare Officer will keep you up to date with what is happening and will give a full reply.

- If the complaint is not satisfied with the outcome, then the complaint can be referred to the Head of Coaching for review.

### STAGE THREE

- The Head of Coaching will review the complaint with the management team, including the welfare officer where applicable. The Head of Coaching will confirm receipt of the complaint as soon as possible and respond within 15 working days.
- The response will be copied to the team members concerned with any recommendations for any further action to be taken and any amendments to club policies and procedures highlighted by the investigation.
- If you are not satisfied with the outcome, you can raise the complaint with our Trustees who will further investigate the complaint and respond within 15 days.
- Please view our website safeguarding page for further information regarding child welfare issues.

### CONTACTS

- *Lead Recreational Coach* – Steve Hocking: [gymnastics.sandbach@gmail.com](mailto:gymnastics.sandbach@gmail.com)
- *Lead Senior Team Coach* – Tom Yates: [gymnastics.sandbach@gmail.com](mailto:gymnastics.sandbach@gmail.com)
- *Head of Coaching* – Peter Aldous: [sandbachgymnastics@yahoo.co.uk](mailto:sandbachgymnastics@yahoo.co.uk)
- *Welfare Officer* - Julia Betteley: [CWOSandbach@gmail.com](mailto:CWOSandbach@gmail.com)
- *Welfare Officer* – Danni Cwiklinski: [CWOSandbach@outlook.com](mailto:CWOSandbach@outlook.com)
- *Trustee* – Ken Danskin: [dan5kin@tiscali.co.uk](mailto:dan5kin@tiscali.co.uk)