



# SANDBACH GYMNASTICS FOUNDATION

## Complaints Procedure

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# **Sandbach Gymnastics Foundation**

## *Complaints Procedure*

Sandbach Gymnastics 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 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 parents/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/carer has 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/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/ change over times).

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/carers should put their complaint, in detail, in writing to the Gymnastics Manager or Welfare Officer. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.
- The Gymnastics Manager 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 Gymnastics Manager or Welfare Officer will advise the parent/carers of the reasons. The Do Gymnastics Manager 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 Director of Coaching for review.

### **Stage Three**

- The Director of Coaching the complaint to the management team, including the welfare officer where applicable. A team meeting will take place to discuss the complaint. The Director of Coaching will confirm receipt of 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 our Trustees.

### **Contacts**

*Gymnastics Manager*

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*Director of Coaching*

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*Welfare Officer*

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