

Viva Gymnastic Club

COMPLAINTS PROCEDURE

VIVA 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 and learn from our mistakes.

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 and will respond to you in the first instance.

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 send us a message via our secure website or email us at admin@viva-gymnastics.club We will then confirm your message/email and advise you of the next step that will be taken to resolve your concern. **Please do not speak to the Coach directly at the door** unless there is an immediate risk of danger or harm, as their first and only priority at pick up and drop off is the safety of the gymnast they are welcoming in and seeing back to parents. Coaches are often unable to give the time to you need to fully talk about your concerns at that time and we want to ensure we fully understand any issue. Writing is always the best format to avoid misunderstanding.

- 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 Head Coach. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included as well as a name or if not known a description of any coaches/helpers volunteers if they complaint refers to their conduct/behaviour in the gym. They will be given a complaint reference number to help keep track of the progress and resolution of their complaint.
- The Head Coach will acknowledge receipt of the complaint the head coach will send out a complaint reference number to help keep track of the progress and resolution of their complaint.
- as soon as possible and fully investigate the matter within 15 working days. If there is any delay the Head Coach 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 Head Coach to refer the matter to the Club Management Committee (CMC).

STAGE THREE

- The Head Coach will refer the complaint and response to the CMC. The CMC will investigate the complaint together with the response at a specially convened meeting.
- The CMC 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 CMC will advise the parent/carers of the reasons. The CMC 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 lead complaints officer of the CMC 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

Head Coach: **Charlotte Vella** Email: Please head the email with your complaint reference and to the ATTENTION OF Charlotte Vella

- Welfare Officer: : Mr Steve Reid - welfare@viva-gymnastics.club - 07907 578101

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