

## Complaints Policy Statement:

Huntingdon Gymnastics Club is a responsive organisation guided by a set of core values. We welcome comments and complaints and are committed to dealing with them fairly and effectively. While we always want to get it right first time, complaints can be a valuable part of quality improvement.



Huntingdon Gymnastics Club sets high standards and we want to know if we fall short of achieving them.

Huntingdon Gymnastics Club will:

- Welcome complaints as a valuable means of quality improvement and improving service delivery
- Make a distinction between informal complaints, where we can resolve the issue quickly and formal complaints which need to be looked into
- Deal with all complaints fairly and effectively, providing explanations and whenever possible a resolution
- If a complaint is upheld, put preventative action in place so that the issue does not reoccur
- Promote the Complaints Policy and look for ways for the people who use our services to use it
- Ensure that staff are familiar with the policy and can explain it to people who want to make a complaint
- Keep our policy and procedure under review.

## Procedures for Parents/Gymnasts

The Club is an 'open' gym which means that most of the work which takes place can be observed from the viewing area. From time to time a parent or gymnast may feel that they have complaint against or concern about some aspect of the Club, or an individual member.

The Club would encourage all such complaints and concerns to be resolved as soon as they occur, all complaints will be logged, and responded to in writing (letter or email).

If this is not sufficient the issue will be escalated to the board of trustees.

We cannot deal with complaints made later than 3 months after the event occurred. In some circumstances we will consider a complaint outside that time period, if you can give a good reason for not bringing it to our attention earlier and if in our view it is still possible to investigate the complaint effectively and fairly.

We will not be able to deal with a complaint which is subject to legal proceedings or is judged to be vexatious.

## Making a Complaint

The complaint should be put in writing to the Head Coach/Head of Recreational Gymnastics/Office Manager. Full details along with names and dates should be included, letting them know what is of concern to you.

The Club will acknowledge the complaint as soon as possible and let you know the next steps in the process.

Investigations may include listening to the Club staff or gymnasts named in the complaint. If there is a delay, you will be informed of the reason. You will be kept informed of progress and given a full reply.