

Complaints Procedure

Rathgael Gymnastics and Tumbling 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/guardian should follow the formal complaints procedure set out below.

Under normal circumstances the Head Coach in charge of the session will be responsible for managing complaints.

Stage One

- If a parent/guardian 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 Coach in charge of the session. The club is committed to open and regular dialogue with parents/guardian 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/guardian should put their complaint, in writing, to the Club Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.
- The Club Manager 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 Club Manager will advise the parent/guardian of the reasons. The Club Manager 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 Club Manager to refer the matter to the Board of Directors.

Stage Three

- The Club Manager will refer the complaint and response to the Board of Directors. The Board will investigate the complaint together with the response at a specially convened meeting.

- The Board 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 Board will advise the parent/guardian of the reasons.
- The response will be copied to the staff member concerned with recommendations for any actions to be taken and any amendments to club policies or procedures emerging from the investigation.
- The Board will send a reply within four weeks outlining how the complaint was investigated and detailing the outcome.

Please note that in all cases of Child Welfare/Safety, management will work closely with our Welfare Officer. For confidentiality/sensitive reasons, any parent/guardian may raise a concern directly with our Welfare Officer in the first instance. Our welfare Officer can be contacted on: suzyscasewelfare@gmail.com

If you are not satisfied with the outcome, you can raise the complaint to British Gymnastics.