



Complaints Policy

Faverdale, Faverdale Industrial Estate, Darlington, DL3 0PP

Landline: 01325 241339

Email: admin@darlingtongymnastics.co.uk

As a club affiliated to British Gymnastics (BG), Darlington Gymnastics Club (DGC) are bound by the BG procedures for complaints and disciplinary issues as well as membership suspensions and expulsions.

Introduction

DGC is committed to providing a safe, stimulating, consistent and accessible service to its members and their parents/carers.

We always aim to provide a high standard of care in all our services. DGC places the welfare and safety of its members as the highest priority.

Our customers' views are important to us and help to ensure our services are consistently meeting people's needs.

If you are unhappy with any of our services, it is important that you let us know.

Suggesting a change

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone attending the club, as well as their friends/family, may make a suggestion.

You can speak to a Senior Coach or Manager within DGC, in person (i.e. at the beginning/end of a class), or via phone, email or letter.

Phone: 01325 241339

Email: admin@darlingtongymnastics.co.uk

Letter: Darlington Gymnastics Club,
Faverdale,
Faverdale Industrial Estate
Darlington
DL3 8AL

If you are unsure on who is who, please take a look at the 'Meet the Team' board, situated next to the entrance.

Making a Complaint

If informal discussions of a complaint/suggestion have not produced a satisfactory response, you are invited to submit a formal complaint.

We aim to handle complaints quickly, effectively and in a fair and honest way.

We take all complaints seriously and use valuable information from investigating to help us improve the services we provide.

We treat all complaints in confidence.

DGC assures customers and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

If a complaint alerts us to possible abuse or neglect, the club's Welfare Officer will follow the Safeguarding & Protecting Children Policy.

Any welfare complaints in which a child is considered to be in immediate danger will be referred directly to the police or local authority support team.

Should you wish to report Welfare concern, this should be done directly to one of the following people:

Sarah Watson - Club Welfare Officer – welfare@darlingtongymnastics.co.uk

Enid Harrison- Regional Welfare Officer - enid.harrison@british-gymnastics.org

Lynda Kouache - Regional Welfare Officer - north.rwo@british-gymnastics.org

British Gymnastics Safeguarding Team - safeguarding@british-gymnastics.org

Who Can Complain

Anyone affected by the way DGC provides services can make a complaint.

A representative may complain on behalf of the affected person if they:

- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How to Complain

You can complain:

- in person
- by telephone (details above)
- through a member of our staff
- through an advocate/representative (as mentioned above)
- by letter (details above)
- by email (details above)

NB: Where someone complains orally, we will make a written copy and provide a copy of it within 5 working days.

Anonymous complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details, so we can advise you re: the outcome of our investigation.

Responsibility

The DGC Head Coach has overall responsibility for dealing with all complaints made about their service, however they may direct the complaint in the first place to someone more suitable to look at it.

How we will manage complaints

The Head Coach at DGC may ask another member of staff, or one of the Directors to investigate the complaint. That person will always have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 5 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaint investigations finished within 20 working days.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings
- any action we have taken
- our proposals to resolve your complaint.

Time Frames for complaints to be made

You should try to complain as soon as you can after the date on which the event occurred or came to your notice.

If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Even if we can't investigate the complaint we will meet with you to discuss your concerns and look to see if we can resolve the issue.

If you are not happy with the outcome

Once we have dealt with your complaint, if you are not happy with the outcome you can request (via the manager initially handling your complaint) your complaint be referred to the Club's Directors.

The Directors will investigate the complaint together with the response at a specially convened meeting. This meeting may include external parties, such as the Regional Welfare Officer or a British Gymnastics representative to assist with any further investigation or decision.

As per the initial complaint process, we will acknowledge a complaint within 5 working days, we will keep you informed about the progress of the investigation and aim to have all complaints finished within 20 working days.

From there, if you are not satisfied with the outcome, you can raise a complaint directly with British Gymnastics.

Details on British Gymnastics Compliance & Safeguarding Policies can be found online:

<https://www.britishgymnastics.org/documents/departments/membership/safeguarding-compliance>

Alternatively, you can contact British Gymnastics directly via:

Telephone: 0345 1297129

Email: integrity@british-gymnastics.org

Letter: British Gymnastics, Ford Hall, Lilleshall National Sports Centre, Newport, Shropshire, TF10 9NB

Date: Feb 2019

Reviewed: Feb 2021

Reviewed: Feb 2023

Next review: Feb 2024