



## Complaints Procedure

Version	Date	Action
1	February 2024	New Policy

## **Safeguarding & Welfare**

Everyone should feel safe and comfortable in their clubs. Gymnasts should all be able to enjoy our amazing sport in a positive and supportive environment. We are committed to providing a safe and fun environment for people to enjoy gymnastics. Our club has a designated welfare officer (CWO) who is the first point of contact for any concerns you may have. If your complaint related to safeguarding or welfare you can contact our CWO in the first instance.

The Club Lead Welfare Officer is **Elizabeth Patten**

**Mobile:** 07493 110938

**Email:** welfareofficer@penkethgymastic.co.uk

The Lead Welfare Officer will then look into the complaint, in accordance with NSPCC/BGA child protection and safeguarding procedures and make a note of the outcome.

The Welfare Officer may report to the club committee that a complaint has been made but **MAY NOT** disclose the nature of the complaint or the names of the people involved without their consent.

Should the complainant not be satisfied with the response from the Clubs' Welfare Officer they can take the complaint to:-

British Gymnastics Directly – **0345 129 7129**

**Email:** safeguarding@british-gymnastics.co.uk

## **General Complaints Procedure**

Individual coaches might be able to talk through your problem informally before it escalates instead of starting the formal complaint process. Talking through your problem might be quicker and less stressful for you.

If you are aware of anything that gives rise to a complaint, please ensure that your concerns have been highlighted to Sarah Muddimer, club Chairperson and Head Coach. This can be done informally or if you find it difficult to speak in person, it can be reported in writing, preferably by email.

The below complaints process will be used if you feel a problem has not been resolved after approaching it informally.

### **Making your complaint**

If you want to submit a formal complaint, you must submit this in writing. It must be addressed to Sarah Muddimer (Club Chairperson) and Catherine McIlrow (Club Secretary) and you must include in the title or content that it is a formal complaint.

How we handle unacceptable behaviour

It can be stressful to make a complaint, but we won't accept poor treatment while dealing with your complaint, including:

- aggressive behaviour.
- abusive language or swearing.
- unreasonable demands – like demanding that someone talks to you immediately.
- If you're seriously or repeatedly abusive we might refuse to deal with your complaint.

**Step 1: We will acknowledge your complaint**

Sarah Muddimer or Catherine McIlrow will acknowledge that you have submitted a complaint and set out for you the timeframe in which they will respond after they have concluded their investigation. This will usually be 14 days but please be aware that the right is reserved to extend this timeframe if additional investigation is required.

**Step 2: We will investigate your complaint.**

A full investigation will be undertaken. This might include talking to other people about the situation. Confidentiality will be observed. Penketh Gymnastics Club reserves the right to consult with an external body or independent consultant if appropriate to ensure that the investigation is thorough and unbiased.

**Step 3: We will submit a reply to you in writing**

After investigating your complaint, a response will be submitted in writing. If an external consultant has been involved in the investigation, Penketh Gymnastics Club reserves the right to engage them to compile the report and response, which will be approved by the club committee as appropriate.

**Step 4: We ask for you to review our response.**

If you're happy with our response, no further action is required. If you are not happy with the reply to your complaint, within 6 weeks you can submit any relevant comments and appeal any decision we have made or ask us to review our response. We will acknowledge your comments or appeal and will respond within 14 days to this.

For the purpose of fairness, in the event of an appeal request, an independent party will be consulted who was not part of the initial investigation, report and response. This may be within or outside of Penketh Gymnastics Club staff.

After an appeal, if you are still not happy with our response and we are unable to come to a mutual agreement or arrangement, we will consult with British Gymnastics for further assistance. You can also contact British Gymnastics on 0345 129 7129.

**Contact Details To Submit A Complaint**

Sarah Muddimer (Head Coach) – [info@penkethgymnastics.co.uk](mailto:info@penkethgymnastics.co.uk) (07910 800 497)

Catherine McIlrow (Club Secretary) – [admin@penkethgymnastics.co.uk](mailto:admin@penkethgymnastics.co.uk)