



# COMPLAINTS PROCEDURE

# Leeds Gymnastics Club

## Complaints Procedure

The Club values the views of its members highly and therefore aims to manage complaints in a way that is sensitive to the needs of each specific case, and supportive of the Club's goal of providing the best possible service. There are a number of informal channels through which it is hoped that most problems can be resolved. If, however, you need to pursue a complaint formally, the Club will treat it seriously and impartially, on the basis set out in this document.

## What Kind Of Complaints Can Be Considered?

Grounds for complaint might include: the quality and standard of the coaching and learning experience; the quality of our facilities; the quality and standards of administrative processes; unfair treatment by a member, staff member or contractor; unacceptable behaviour by a member, staff member, contractor or member of the public on our premises. Harassment, bullying and victimisation. Other deficiencies in the quality of your experience with us.

The complaints procedure only applies to complaints initiated and conducted by an individual member; a complainant does, however, have the right to be accompanied and supported at any meeting by a friend or adviser.

The Club will consider anonymous complaints if there is enough information in the complaint to enable the Club to make further enquiries. If the complaint does not provide enough information to support further action, the Club may decide not to pursue the matter. The Club will, however, give consideration to the issues raised.

A complainant should be a registered parent/guardian or member of the Club, although a member who has withdrawn or left the Club can invoke the procedure within three months of their leaving.

## How Does The Complaints Procedure Work?

Generally, complaints are most easily resolved if they are raised at the time the problem first occurs and with the person/s directly involved. Often, you will be able to resolve your complaint simply by discussing it with a relevant coach or staff member.

If you cannot, or feel unable to, resolve your concerns in this way, you should put your complaint in writing to the relevant head of section/ manager or the club's welfare officer. The head, or a nominee, will seek to provide you with a response to your complaint within 15 working days.

If you remain dissatisfied with the local response or feel unable to resolve your complaint directly with the club or section concerned, you should put your concerns in writing to the club's Senior Management team (Director of Performance and/ or Business Manager). A member of the Club's Senior Management team must receive the complaint in writing before any action can be taken. However, following receipt, they will be prepared to discuss the matter with you in person or over the phone, if this would be helpful.

To assist the process, your written complaint should include the following information:

Your name, where relevant the name of your child's group/programme and coach, details of the main issue of concern, an outline of any informal

discussions which have already taken place to resolve the issue (including the names of any staff involved and any relevant dates), a summary of the resolution/outcome you are seeking, any other supporting information (such as, for example, copies of correspondence which you feel illustrates your complaint)

The complaint will be acknowledged within 5 working days of receipt by a member of the Senior Management team.

Following an investigation, the Senior Management team will either: seek to resolve the complaint informally (through mediation, or following further enquiries at a local level, for example); uphold the complaint as a whole or in part (and take action accordingly); dismiss the complaint if there is no case to answer; or dismiss the complaint if it is judged to be trivial, vexatious or malicious (and take further action if appropriate).

While there is no strict time limit for making a complaint in the case of registered members, the Club would not, ordinarily, consider complaints more than 12 months after the relevant issues or events first arising. If the Club cannot meet this or any of the other deadlines set out in this procedure, the complainant will be kept fully informed of the reasons why. Personal information about other people should not be submitted to the Club as part of your complaint unless necessary.

A member of the Senior Management team will aim to provide a response – a reasoned judgement – within 20 working days of receiving a complaint; however, complex cases will, unavoidably, take longer to investigate with due care and thoroughness. You will, in any event, be kept informed of the progress of any investigation.

If you remain dissatisfied with the decision of the Senior Management Team, you may request a final review by the Club's Board of Directors within 20 working days from the date of the response. The Club's Chairperson (or his/her nominee) will review the case.

The Board of Directors (or nominee) will review the case on the following grounds only: (a) the procedure for handling your complaint was deficient in a way which materially prejudiced your case; (b) the emergence of new and relevant material that was not available at the time the complaint was first submitted; (c) evidence that the judgement of the Senior Management team was unreasonable in the light of the evidence supplied.

The Chair (or his/her nominee) will aim to reach a decision within one calendar month, which will be the final decision of the Club and will, therefore, be accompanied by a Completion of Procedures (COP) letter advising that should you remain dissatisfied, you may contact the sports Governing Body (British Gymnastics) to ask for a review of the case.

If your complaint in the first instance refers to a member of the Senior Management Team, you should contact the Club's Board of Directors at [board@leedsgymnastics.com](mailto:board@leedsgymnastics.com) to register your complaint.

If you require an adjustment to the way in which we communicate with you due to disability or accessibility need, please contact us by emailing [hello@leedsgymnastics.com](mailto:hello@leedsgymnastics.com) or calling 0113 265 6662.

## Your Data:

Complaints submitted under this procedure are considered in confidence, and information is disclosed only with those who need to investigate it or respond to the issues raised. The Club holds and retains information about your complaint in accordance with GDPR.

Note, the Club aims to balance the rights of the complainant and those of any person complained against; all parties must be treated with dignity and respect. A member should not expect to suffer any reprisals for making a complaint in good faith, and any evidence of recrimination should be brought immediately to the attention of the Senior Management team. If, however, a complaint is judged to be malicious or vexatious, the member concerned might be subject to disciplinary procedures.

## COMPLAINTS PROCEDURE OVERVIEW

### **RESOLVE VERBALLY AT THE TIME**

by discussing it with a relevant coach or staff member

If not possible or you are dissatisfied with outcome



### **RESOLVE WITH SECTION HEAD**

by putting your complaint in writing (*response within 15 working days*)

If not possible or you are dissatisfied with outcome



### **RESOLVE WITH SENIOR MANAGEMENT**

by putting your complaint in writing to Director of Performance and / or Business Manager (*acknowledgement within 5 working days and a reasoned judgement within 20 working days*)

If not possible or you are dissatisfied with outcome or if your complaint is with senior management



### **REQUEST FINAL REVIEW BY BOARD**

by putting your complaint in writing to the Chair (within 20 working days)

If not possible or you are dissatisfied with outcome



### **REQUEST REVIEW BY GYMNASTICS' GOVERNING BODY**

by putting your complaint in writing to British Gymnastics

# Whom To Contact

## Welfare:

The Club's Welfare Officers, who can be contacted at:

Leeds Gymnastics Club, Limewood Road, Seacroft, Leeds LS14 1AB

Email: [welfare@leedsgymnastics.com](mailto:welfare@leedsgymnastics.com) Tel: 0113 265 6662

## Senior Management Team:

The Club's Business Manager is Alex Webster, who can be contacted at:

Leeds Gymnastics Club, Limewood Road, Seacroft, Leeds LS14 1AB

Email: [alex@leedsgymnastics.com](mailto:alex@leedsgymnastics.com) Tel: 0113 265 6662

The Club's Director of Performance is Dave Murray, who can be contacted at:

Leeds Gymnastics Club, Limewood Road, Seacroft, Leeds LS14 1AB

Email: [dave@leedsgymnastics.com](mailto:dave@leedsgymnastics.com) Tel: 0113 265 6662

## Head of Sections:

The Club's Head of Women's Artistic is Steph Murray, who can be contacted at:

Leeds Gymnastics Club, Limewood Road, Seacroft, Leeds LS14 1AB

Email: [steph@leedsgymnastics.com](mailto:steph@leedsgymnastics.com) Tel: 0113 265 6662

The Club's Head of Men's Artistic is Jaron Morgan, who can be contacted at:

Leeds Gymnastics Club, Limewood Road, Seacroft, Leeds LS14 1AB

Email: [jaron@leedsgymnastics.com](mailto:jaron@leedsgymnastics.com) Tel: 0113 265 6662

The Club's Gymnastics For All Manager is Jess Nicholson, who can be contacted at:

Leeds Gymnastics Club, Limewood Road, Seacroft, Leeds LS14 1AB

Email: [jess@leedsgymnastics.com](mailto:jess@leedsgymnastics.com) Tel: 0113 265 6662