

COMPLAINTS POLICY

Evoke Gymnastics seeks to provide a safe and positive sporting environment for all our members, its staff, and the wider community. However, we recognise that sometimes incidents may occur that may result in a complaint being made to the Club. If this is the case, we want to hear about it, deal with the situation as quickly as possible, and put measures in place to stop it happening again.

We are committed to listening to feedback and resolving any issues fairly and quickly.

SCOPE

This policy applies to complaints between a member or non-member and Evoke Gymnastics staff, other members, visitors, or contractors. It does not apply to complaints involving British Gymnastics or external bodies, such as:

- British Gymnastics
- Home Countries: English Gymnastics, Welsh Gymnastics, Scottish Gymnastics, Gymnastics Northern Ireland.
- Regional Committees in England
- British Schools Gymnastics Association
- Isle of Man Gymnastics Association
- County Gymnastics Associations

DEFINITIONS

INFORMAL COMPLAINT: An expression of dissatisfaction not requiring a written response.

FORMAL COMPLAINT: A written complaint requiring investigation and resolution.

REPORTING CHANNELS

To simplify the process, complaints and concerns should be directed to the appropriate person based on the nature of the issue:

- All welfare or safeguarding concerns → Welfare Officer (focus on the safety and well-being of members)
- All other complaints or grievances → Club Manager (operational or administrative issues)

COMPLAINT STAGES

STAGE 1 – INFORMAL RESOLUTION:

If a parent/carers 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 speaking directly to the relevant person (Welfare Officer or Club Manager).

If a satisfactory resolution cannot be found within 5 working days, then stage two of the procedure will come into operation.

STAGE 2 – FORMAL COMPLAINT:

If informal discussions do not resolve the issue, parents/carers should put their complaint in writing to the Welfare Officer or Club Manager. Relevant names, dates, evidence, and any other important information on the nature of the complaint should be included.

The complaint will be acknowledged within 3 working days and fully investigated within 15 working days. If there is any delay, the parent/carers will be informed of the reasons. A full response will be provided as soon as possible.

STAGE 3 – ESCALATION TO CLUB MANAGEMENT COMMITTEE (CMC):

If the parent/carer is not satisfied with the outcome, they may ask for the matter to be referred to the Club Management Committee (CMC). The CMC will investigate the complaint and issue a response within 21 days. The response will include any actions to be taken or changes to club policies.

APPEALS

If the complainant is not satisfied with the outcome, they may escalate the complaint to British Gymnastics. This must be done within 14 days of the final response from the Club Management Committee.

WELFARE CONCERNS AND IMMEDIATE DANGER

Complaints involving child welfare or safety issues should be referred to the Welfare Officer immediately. If a child is considered to be in immediate danger, the matter will be referred directly to the police or local child protection services.

CONFIDENTIALITY AND DATA PROTECTION

All complaints will be handled confidentially, and personal information will be processed in line with data protection laws. No person will be victimised or disadvantaged for lodging a complaint.

RECORD KEEPING

All complaints and resolutions will be logged and retained securely in line with data protection requirements.

REVIEW AND POLICY UPDATE

This policy will be reviewed annually to ensure it remains effective and compliant with British Gymnastics guidelines. This policy was published on **21 October 2019** and last updated on **20 March 2025**. Any updates to the policy will be posted on the club's website.

CONTACTS

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