

# Hurstpierpoint Gymnastics Club

## Complaints Policy

Hurstpierpoint Gymnastics Club aims to provide its members and other stakeholders with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Hurstpierpoint Gymnastics Club views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

### 1 Complaints Policy

Our policy is :

To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.

To make sure that everyone at Hurstpierpoint Gymnastics Club knows what to do if a complaint is received.

To make sure all complaints are investigated fairly and in a timely way.

To make sure that complaints are, wherever possible, resolved and that relationships are repaired.

To gather information which helps us to improve what we do.

### 2 Complaints Procedure

2.1 Initially the complainant should attempt to discuss the concern with the member of staff involved. If the complainant has a complaint that he or she feels has not been, or cannot be, satisfactorily addressed by this person, the complainant should write to the Lead Coach explaining the complaint at 5 St. George's Place, Hurstpierpoint BN6 9QT, marking the correspondence "private and confidential."

2.2 If the complaint is about the named officer above, the complainant should write to the DMS or Deputy DMS at the same address marking the correspondence "private and confidential"

2.3 All complaints will be handled sensitively, telling only those who need to know and following any data protection requirements.

### 3 What happens next

All written complaints will be logged. The complainant will receive a written acknowledgement within ten working days of receipt of the written complaint.

The Lead Coach will investigate the circumstances leading to the complaint and will communicate the results of the investigation within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified the Lead Coach will agree any necessary further action with the complainant. If it is not possible to respond to the complainant in this time period, an interim response will be made informing the complainant of the action taken to date or being considered, with an indication of when a full reply will be given. If after Hurstpierpoint Gymnastics Club responds to the claimant, the claimant is not satisfied, he or she should write to the Lead Coach within 3 months of receipt of the response to the complaint marking his or her correspondence "private and confidential". The Lead Coach will then report the matter to the Hurstpierpoint Gymnastics Club's committee, who will consider the appeal and communicate the results of the appeal to the complainant within one month of the receipt of the written appeal.

If it is not possible to respond to the complainant within this time period a progress report will be sent to the complainant with an indication of when a full reply will be given. If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant.

Whether the complaint or appeal is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision of the appeal panel is final and no further appeal is possible.

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