

DKN GymnastiX



COMPLAINTS POLICY

January 2025

Introduction

DKN GymnastiX Club prides itself on the quality of the teaching and care provided to its students. However, if parents do have a complaint, they can expect it to be treated by the Club with consideration and in accordance with this Complaints Procedure.

DKN GymnastiX Club makes its Complaints Procedure available to all parents/guardians of students. The Club will ensure that parents/guardians of students who request it are made aware that this document is published or available and of the form in which it is published or available.

What Constitutes a Complaint?

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the Club as a whole, or about an individual member of staff.

A complaint is likely to arise if a parent/guardian believes that the Club has done something wrong, or failed to do so something that it should have done or acted unfairly.

Parents/guardians can be assured that all concerns and complaints will be treated seriously and confidentially.

Recording Complaints

Following resolution of a complaint, the Club will keep a written record of all complaints. At the club's discretion, additional records may be kept which may contain the following information:

- Date when the issue was raised
- Name of parent/guardian
- Name of student
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member (s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations). *Correspondence, statements and records relating to individual complaints will be kept confidentially and will only be shared with those who have a genuine need to receive it.*



THREE STAGE COMPLAINTS PROCEDURE

Stage 1 - Informal raising and resolution of concerns

- a) It is hoped that most complaints and concerns will be resolved quickly and informally.
 - b) If parents/guardians have a concern they should normally contact their child coach or head coach.
 - c) Concerns made directly to the coach will usually be referred to the head coach or welfare officer to deal with the matter personally.
 - d) The Head coach will make a written record of all concerns and complaints and the date on which they were received.
- Should the matter not be resolved within ten days or in the event that the Head coach and the parent/guardian fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.
- e) If, however, the complaint is against the Head coach, parents/guardians should make their complaint directly to British Gymnastics Governing Body

Stage 2- Formal making and resolution of complaints

- a) If the complaint cannot be resolved on an informal basis then the parents/guardian should put their complaint in writing, stating that they are invoking Stage 2 of the Complaints Procedure.
the complaint should be addressed to the Head coach via email (contact details can be found at the end of this policy).
- b) In most cases, the Head coach will meet the parents concerned, within 10 working days of receiving the complaint, to discuss the matter.
- c) It may be necessary for the Head coach to carry out further investigations.
- d) The Head coach will keep written records of all meetings and interviews held in relation to the complaint.
- e) Once the Head coach is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents/guardians will be informed of this decision in writing.
- f) If parents are still not satisfied with the decision; they should proceed to Stage 3 of this procedure.

Stage 3 – Formal complaint to British Gymnastics Governing Body

- a) Parents may invoke stage 3 of the complaints procedure by writing to the British Gymnastics Governing Body (contact details can be found at the end of this policy).
- b) The matter will then be referred to the Complaints Panel for consideration.
- c) If possible, the BG Governing Body will resolve the parents'/guardians' complaint without the need for further investigation. Where further investigation is required, RG will decide how it should be carried out.
- d) BG will write to the parents/guardians informing them of its decision and the reasons for it. BG decision will be final.



Contact details

All contact details are available in the relevant the Club agreement, and the Club website.

Head Coach: - Diana Nikollaj email: dkngymnastix@gmail.com

Head Coach Deputy: - Natalyja Shugayeva email: dkngymnastix@gmail.com

Welfare Officer (WO): - Adelina Abadzhieva email: dkngymanstix.welfare@gmail.com

British Gymnastics Regional Welfare Officers (London): - Christine Cason email:
london.rwo@british-gymnastics.org

British Gymnastics member of our Safeguarding and Compliance Team: -
tel: 0345 129 7129 or email: safeguarding@british-gymnastics.org

British Gymnastics

Ford Hall
Lilleshall National Sports Centre
Newport
Shropshire
TF10 9AT
Telephone: 0345 1297129
email: customersupport@british-gymnastics.org

General Advice

If parents/guardians or students are unsure about a situation or events, several organisations will speak in confidence to advise what would be the best thing to do:
NSPCC: 0808 800 5000 (for adults concerned about a child)
Childline: 0800 1111 (for children)
Kidscape: 0207 730 3300 (for parents, children and staff)

Safeguarding and Child Protection

If parents/guardians or students are concerned that a student may be at risk of harm, please see the Safeguarding Policy for further advice.

