

Complaints – Policy & Procedure

The Wiltshire School of Gymnastics (WSG) is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes. Usually it should be possible to resolve any problems as soon as they occur. If not then the parent/carer should follow the formal complaints procedure set out below. Under normal circumstances the coach in charge of the session will be responsible for managing complaints.

Stage One

- If a parent/carer 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 simply speaking to the individual concerned and/or the coach in charge of the session. The club is committed to open and regular dialogue with parents/carers and welcomes all comments on its services regardless of whether they are positive or negative. Please try to make any complaints at an appropriate time (i.e. end of session/change over times).
- If a satisfactory resolution cannot be found then stage two of the procedure will come into operation.

Stage Two

- If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint, in writing, to the Team Leader of the department concerned. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.
- The Team Leader will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 15 working days. If there is any delay the Team Leader will advise the parent/carers of the reasons. The Team Leader will keep you up to date with what is happening and will give a full reply.
- If you are not satisfied with the outcome you can ask the Team Leader to refer the matter to the WSG Operations Manager.

Stage Three

- The Team Leader will refer the complaint and response to the Operations Manager. The Operations Manager will investigate the complaint together with the response at a specially convened meeting.
- The Operations Manager will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 15 working days. If there is any delay the Operations Manager will advise the parent/carers of the reasons. The Operations Manager will keep you up to date with what is happening will give a full reply.
- The response will be copied to the staff members concerned with recommendations for any actions to be taken and any amendments to club policies or procedures emerging from the investigation.
- The Operations Manager will send a reply within four weeks outlining how the complaint was investigated and detailing the outcome.
- If you are not satisfied with the outcome, you can raise the complaint to the Chair of the Wiltshire School of Gymnastics Charity Board of trustees.

Contacts

WSG Welfare Office: admin@wiltshiregymnastics.co.uk

WSG Operations Manager: manager@wiltshiregymnastics.co.uk

WSG Chair of the Trustees: chair@wiltshiregymnastics.co.uk