

# Complains Policy

A policy for **parents/guardians** to follow, when making a complaint or grievance.



**If you are unhappy with one of the services provided by the club and/or its staff, please follow this policy to ensure your complaint is dealt with appropriately.**

- 1** If your complaint is regarding something that has happened in the session whilst it is still underway, we kindly ask parents/guardians not to enter the gym to raise a complaint unless risk of harm is present.
- 2** If no risk of harm is present, we kindly ask you to wait until the end of the session to address your complaint to the manager. You have 3 options to raise your complaint, our team may point you in the direction of the most appropriate depending on the situation at the time.
  - i. Discuss the complaint with the manager after the lesson.
  - ii. Email the complaint to [info@invokegymnastics.co.uk](mailto:info@invokegymnastics.co.uk)
  - iii. Email the club welfare officer if the complaint is regarding the manager via [welfare@invokegymnastics.co.uk](mailto:welfare@invokegymnastics.co.uk)

**The outcome of the complaint will vary depending on the complaint option you have chosen.**

- i** If you discuss the complaint with the manager after the lesson and there is adequate time for the manager to rectify the solution, it will be done there and then.
- ii** If you email the complaint, the manager will respond to your email when received, and aim to rectify/respond to the complaint within 7 days of that reply.
- iii** If you email the complaint to the welfare officer, the welfare officer will consult with British Gymnastics and aim to respond to your complaint within 14 days unless serious, which will be done on a case by case basis.

**If you are unhappy with the outcome of the complaint, you can discuss the complaint with British Gymnastics via 0345 129 7 129.**