



COMPLAINTS PROCEDURE

Principle

Staff will respond to any concerns or complaints received in a sensitive and confidential manner. If individual Coaches are approached by parents regarding making a formal complaint, they should signpost the parent to the Directors and Tumbles complaint process.

Aims and Objectives

Tumbles aims to be fair, open and honest when dealing with any concern or complaint. We give careful consideration to all concerns and complaints, and deal with them as swiftly as possible. We will always aim to resolve matters through dialogue and mutual understanding, and, in all cases, we will put the interests of the child above all other issues.

The Complaints Procedure

Three stages are in place at Tumbles Academy of Gymnastics:

Stage One: Complaint heard by a Coach (Informal Stage)

Stage Two: Complaint heard by the Office Manager

Stage Three: Complaint heard by Directors

Stage One: Complaint Heard by Coach

In the first instance, any concerns/complaint should be raised as soon as possible with the Coach. Most concerns are resolved in this way without the need to engage the formal process.

In some circumstances, a parent may feel that an interim step is more appropriate and may wish to take the matter to a senior member of staff at Tumbles as an interim measure before taking it to the Office Manager



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Stage Two: Complaint Heard by Office Manager

Where the Coach is unable to resolve matters informally, then the complaint should be submitted in writing to Office Manager. The Officer Manager will acknowledge the complaint issues in writing and may want to discuss any possible outcome that would resolve matters.

The Officer Manager will investigate the complaint, and may review any relevant documentation available, or speak to those involved as appropriate. A written response detailing the outcome and any actions to be taken as a result of the complaint will be received by the complainant, usually within a maximum of 25 working days.

If the complainant remains dissatisfied with the response from the Office Manager, they can request that their complaint be progressed to the next stage of the complaint process.

Stage Three: Complaint Heard by Directors

The complainant will need to write to the Directors giving details of their complaint, and enclosing, where possible, a copy of the response to their complaint received from the Office Manager.

The Directors will acknowledge receipt of the complaint usually in writing within 5 working days and will arrange to meet to further discuss the complaint and try to find a satisfactory resolution. Where appropriate, the Directors may make further enquiries and will write to confirm details of the outcome.

It is the responsibility of the Director to ensure that the meeting is properly conducted and, where required, minuted. It may be possible for the Directors to enable a resolution to be found that all parties can agree, or, if a resolution cannot be reached, it may only be possible for the Directors to identify a constructive way forward.

Following the meeting, the Directors will write to the complainant confirming the outcome (usually within 5 working days) and detailing any recommendations made by the Directors in respect of the complaint.

This final stage of the complaint procedure.