

Complaints Policy

1. Policy Statement

NBC Gymnastics is committed to providing a safe, positive, and inclusive environment for all gymnasts, parents, carers, and visitors. We value feedback and view complaints as an opportunity to improve our services. Parents and carers are encouraged to raise any concerns as soon as they arise so that they can be addressed promptly and effectively.

We aim to handle all complaints fairly, consistently, and confidentially, ensuring that they are resolved in a timely and respectful manner.

2. Purpose

The purpose of this policy is to:

- Provide a clear and transparent process for raising and resolving complaints.
- Ensure that all complaints are handled promptly, fairly, and consistently.
- Promote a culture of openness and continuous improvement.
- Ensure compliance with relevant legislation and guidance.
- Outline the escalation process, including referral to **British Gymnastics** where appropriate.

3. Scope

This policy applies to all complaints made by parents, carers, participants, or members of the public regarding the services, staff, volunteers, or operations of NBC Gymnastics.

This policy does not replace procedures for:

- **Safeguarding or child protection concerns**, which must be reported immediately to the Club Welfare Officer and managed in line with the Safeguarding and Child Protection Policy.
- **Staff grievances or disciplinary matters**, which are managed under separate internal policies.

4. Definition of a Complaint

A complaint is defined as:

“An expression of dissatisfaction, whether verbal or written, about the services, actions, or lack of action by NBC Gymnastics, its staff, or volunteers, which requires a formal response.”



General feedback or suggestions for improvement are welcomed and may be addressed informally where appropriate.

5. Guiding Principles

NBC Gymnastics is committed to ensuring that all complaints are:

- **Accessible** – Easy to make, with support available where needed.
- **Fair and impartial** – Investigated objectively and without bias.
- **Confidential** – Shared only with those who need to know.
- **Timely** – Addressed within clear and reasonable timescales.
- **Respectful** – Handled courteously and sensitively.
- **Focused on resolution and learning** – Used to improve services and practices.

6. How to Make a Complaint

Complaints can be made in the following ways:

- **In person:** Speak to the Session Lead Coach, Club Manager, or Club Welfare Officer.
- **By email:** info@nbcgymnastics.org
- **In writing:** NBC Gymnastics, Unit 1A CFS Business Park, Coleshill Road, B75 7FS

If the complaint relates to safeguarding or the welfare of a child, it should be reported immediately to the **Club Welfare Officer**.

7. Complaints Procedure

Stage 1 – Informal Resolution

Where possible, concerns should first be raised informally with the Session Lead Coach or Club Manager. Many issues can be resolved quickly through discussion and agreement of a course of action.

Stage 2 – Formal Complaint

If the concern cannot be resolved informally, the complainant should submit a formal complaint in writing (letter or email). Upon receipt:

1. **Acknowledgement**
 - The complaint will be acknowledged within **5 working days**.
2. **Investigation**
 - The Club Manager or an appropriate senior member of staff will investigate the complaint.
 - The investigation may include discussions with relevant staff, volunteers, and witnesses, and a review of any supporting documentation.
 - All parties will be treated with fairness and respect.

3. Outcome

- A written response outlining the findings and any actions taken will be provided within **28 days** of receipt of the complaint.
- If additional time is required, the complainant will be informed of the reasons and given a revised timescale.

Stage 3 – Internal Review

If the complainant is not satisfied with the outcome, they may request an internal review by the Club Director or Management Committee within **10 working days** of receiving the response. A final decision will be communicated within **20 working days**.

Stage 4 – External Escalation

If the complainant remains dissatisfied after the internal review, they may refer the matter to **British Gymnastics**, subject to its jurisdiction. Contact details are available on the British Gymnastics website.

8. Confidentiality and Data Protection

All complaints will be handled sensitively and in confidence. Information will be shared only with those who need to know in order to investigate and resolve the complaint.

NBC Gymnastics will process personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**. Complaint records will be stored securely and retained in line with the organisation's data retention policy.

9. Accessibility and Equality

NBC Gymnastics is committed to equality, diversity, and inclusion and will ensure that the complaints procedure is accessible to all. Reasonable adjustments will be made in accordance with the **Equality Act 2010**.

This may include:

- Providing translated versions of the policy.
- Offering interpretation services.
- Supplying information in alternative formats (e.g., large print).
- Providing additional support for individuals with sensory or communication needs.

10. Record Keeping

A written record will be maintained for all formal complaints. Records will include:

- Date the complaint was received.
- Method of submission (verbal or written).
- Name and contact details of the complainant.

- Details of the complaint.
- Actions taken and by whom.
- Outcome of the investigation.
- Date the outcome was communicated.
- Whether the record was shared with the complainant.
- Signature (electronic or handwritten) and date of the staff member completing the record.

These records will be stored securely and used to monitor trends and inform service improvements.

11. Monitoring and Learning

The senior management team will regularly review complaints to identify any recurring issues or areas for improvement. Lessons learned will be used to enhance policies, procedures, and staff training, supporting a culture of continuous improvement.

12. Roles and Responsibilities

- **All Staff and Volunteers**
 - Be familiar with this policy.
 - Respond to concerns courteously and promptly.
 - Report complaints to the Club Manager.
- **Session Lead Coach**
 - Attempt to resolve concerns informally where appropriate.
- **Club Welfare Officer**
 - Manage safeguarding-related concerns.
 - Provide advice and support during the complaints process.
- **Club Manager**
 - Oversee the investigation and resolution of formal complaints.
 - Ensure accurate record keeping.
- **Club Senior Manager/Charity Trustees**
 - Conduct internal reviews and ensure policy compliance.

13. Training

All staff and volunteers will receive training on the Complaints Policy as part of their induction. Refresher training will be provided periodically to ensure that staff are confident in handling complaints and supporting individuals with access needs.

14. Unreasonable or Vexatious Complaints

While NBC Gymnastics is committed to addressing all complaints fairly, the organisation reserves the right to manage complaints that are deemed unreasonable, repetitive, or vexatious. In such cases, the complainant will be informed in writing of the reasons for this decision and any limitations on further contact.

15. Related Policies

This policy should be read in conjunction with the following:

- Safeguarding and Child Protection Policy
- Equality, Diversity and Inclusion Policy
- Data Protection and Privacy Policy
- Staff Grievance and Disciplinary Procedures

16. Policy Review

This policy will be reviewed **annually** or sooner if there are changes in legislation, regulatory guidance, or organisational structure.

Version	Date Approved	Approved By	Next Review
1.0	03/08/2021	Louise Combella - Manager	Aug 2022
1.0	10/08/2022	Louise Combella – Manager	Aug 2023
1.0	01/06/2023	Louise Combella – Manager	June 2024
1.0	06/06/2024	Louise Combella – Manager	June 2025
1.0	10/06/2025	Louise Combella – Manager	June 2026

Version	Date Approved	Summary of Changes
2.0	10/04/2026	<i>Inclusion of a definition of a complaint and a reference to safeguarding procedures.</i> <i>Update to contact details for submitting complaints.</i> <i>Introduction of acknowledgement timescales.</i> <i>Explanation of the internal escalation/appeals stage.</i> <i>Explicit references made to GDPR and the Data Protection Act 2018.</i> <i>Strengthening of the equality and accessibility statement.</i> <i>Clarification of roles and responsibilities.</i>

Signed: Louise Combella Senior Manager Date: 10/04/2026

Appendix A – Example Complaints Process Flow

1. **Concern Raised Informally** → Session Lead Coach/Manager
2. **Formal Written Complaint Submitted** → Acknowledged within 5 working days
3. **Investigation Conducted** → Outcome issued within 28 days
4. **Internal Review (if required)** → Decision within 20 working days
5. **External Escalation** → Referral to British Gymnastics

NBC Gymnastics Complaints Process

