



## Who Can Make a Complaint?

Anyone who receives, engages with, or is directly affected by our activities can make a complaint to us. Complaints can be made by any member of the club, or any representative of a member (i.e. parent, carer, etc.), or any person concerned about the operation of the club (i.e. member of the public, officials, etc.).

## Stage 1: Raising a Complaint

- Wherever possible, any complaint should initially be raised informally with the member of staff concerned to attempt to resolve the issue.
- Complaints should be raised as soon as possible after the incident(s) concerned to allow the club to attempt to respond and resolve any issues quickly and amicably. It is harder to effectively respond to complaints the longer it has been since they occurred, but we will still always attempt to informally resolve any issues raised.
- In cases where the complaint cannot be addressed with the member of staff directly, please contact a member of the Management Team, or e-mail the club and they will respond to this for you: [info@flairgymnasticsclub.co.uk](mailto:info@flairgymnasticsclub.co.uk)

## Stage 2: Making a Formal Complaint

- Any complaint that cannot be resolved informally must be made in writing to the club via e-mail or alternative formal messaging platform, including as many details as possible about the circumstances involved and including any supplementary evidence about the incident(s), and what outcome you are seeking.
- Complaints must contain specific details, including the name of the personnel a complaint is regarding, and dates and times of the incident(s), so that these can be addressed directly within the scope of any investigation required.
- Complaints surrounding child wellbeing issues should be addressed to the club Safeguarding Officer: [safeguarding@flairgymnasticsclub.co.uk](mailto:safeguarding@flairgymnasticsclub.co.uk)
- Complaints not connected with child wellbeing should be directed to the Club Director: [info@flairgymnasticsclub.co.uk](mailto:info@flairgymnasticsclub.co.uk)
- Complaints about the Management Team, Club Director or of another significantly serious nature should be directed to the board of Trustees: [trustees@flairgymnasticsclub.co.uk](mailto:trustees@flairgymnasticsclub.co.uk)
- An initial assessment of the complaint will be conducted by the club to consider whether interim suspension is appropriate for the individuals concerned, pending further investigation.

### **Stage 3: Responding to Complaints**

- Following a formal complaint, an interview will be arranged with a member of the Management Team or Trustee(s) as appropriate to the type of complaint.
- Prior to the interview, the Management Team, Club Director or Trustee(s) will investigate the matter within the club and prepare any materials required to respond to the complaint.
- The interview will seek to understand the dissatisfaction with the informal response, discover any other relevant information relating to the complaint, and explain the follow-up actions that have been identified so far.
- Following the interview, the Management Team, Club Director or Trustee(s) will evaluate any additional information or evidence provided and determine whether any further actions are necessary to resolve the complaint.
- The Management Team, Club Director or Trustee(s) will then provide a written response to the complainant outlining any further actions identified.

### **If You Are Dissatisfied:**

- If you are unhappy with the outcome of the complaint process, you can raise an appeal to the club's board of Trustees within 14 days of receiving the outcome decision via formal e-mail: [trustees@flairgymnasticsclub.co.uk](mailto:trustees@flairgymnasticsclub.co.uk)
- The Trustees will arrange a hearing to address the complaint; this may require a separate interview with the complainant (if required), as well as the relevant members of club personnel involved in the process so far, prior to the hearing.
- At this hearing, the Trustees can:
  - Uphold the complaint in whole, or in part
  - Dismiss the complaint in whole, or in part
- The outcomes of the hearing can be, but are not limited to:
  - An explanation of the club's actions
  - An explanation of the steps that have been or will be taken to help ensure that it will not happen again, and an indication of the timescales for any changes to be made
  - An apology and admission that the situation could have been handled differently or better
  - An undertaking to review club policies in light of the complaint
- If you remain dissatisfied with the outcome of the process following an appeal, you should contact Scottish Gymnastics to escalate your complaint further: [info@scottishgymnastics.org](mailto:info@scottishgymnastics.org)