



COMPLAINTS POLICY

South Durham Gymnastics Club
Spennymoor Leisure Centre
High Street
Spennymoor
Co.Durham
DL16 6DB

Tel: 01388 811877
Email: gym@southdurhamgym.co.uk

REVIEW PERIOD	REVIEW DATE	SIGNED
Issue Date	September 2019	Melissa Spence – Development Manager
Review Date	Septmber 2020	Melissa Spence – Development Manager – <i>Aug '20</i>
Review Date	Septmber 2021	Melissa Spence – Development Manager
Review Date (Interim)	March 2023	Melissa Spence – Development Manager
Review Date	March 2025	Becca Armstrong – Operation and Admin Coordinator

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1.0 INTRODUCTION

SDG is committed to providing a safe, stimulating, consistent and accessible service to its members and their parents/carers.

We always aim to provide a high standard of care in all our services. SDG places the welfare and safety of its members as the highest priority.

Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

2.0 MAKING A SUGGESTION

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone attending the club, as well as their friends/family may make a suggestion.

A comments/suggestion box is available by Reception should you wish to make your suggestion that way. Alternatively, you should speak to a Senior Coach or Manager within SDG, in person (i.e. at the beginning/end of a class), or via phone/email/letter.

Phone: 01388 811877

Email: gym@southdurhamgym.co.uk

Letter: South Durham Gymnastics, Spennymoor Leisure Centre, High Street, Spennymoor DL16 6DB

If you are unsure on who is who, please take a look at the 'Meet the Team' board, hanging on the wall opposite the office.

3.0 MAKING A COMPLAINT

If informal discussions of a complaint/suggestion have not produced a satisfactory response, you are invited to submit a formal complaint.

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

SDG assures customers and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

If a complaint alerts us to possible abuse or neglect, the club's Welfare Officer will follow the Safeguarding & Protecting Children Policy. Any welfare complaints in which a child is considered to be immediate danger will be referred directly to the police.

Should you wish to report Welfare concern, this should be done directly to one of the following people:

- Club Welfare Officers: Becca Armstrong/ Melissa Spence / Alison Gargan - welfare@southdurhamgym.co.uk
- County Durham Sport, Designated Safeguarding Lead Officer: Becks Lippe - becks.lippe@countydurhamsport.com
- County Durham Sport, Deputy Safeguarding Lead Officer: Joe Armstrong - joe.armstrong@countydurhamsport.com
- NSPCC Child Protection Unit - cpsu@nspcc.org.uk

4.0 WHO CAN COMPLAIN

Anyone affected by the way SDG provides services can make a complaint.

A representative may complain on behalf of the affected person if they:

- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

5.0 HOW YOU CAN MAKE A COMPLAINT

You can complain:

- in person
- by telephone (details above)
- through a member of our staff
- through an advocate/representative (as mentioned above)
- by letter (details above)
- by email (details above)

NB: Where someone complains orally, we will make a written copy and provide a copy of it within 5 working days.

6.0 ANONYMOUS COMPLAINTS

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details, so we can advise you re: the outcome of our investigation.

7.0 RESPONSIBILITY

The SDG Senior Managers has overall responsibility for dealing with all complaints made about their service.

8.0 HOW WE HANDLE COMPLAINTS

The Senior Managers at South Durham Gymnastics may ask one of the team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 5 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to resolve all complaints within 20 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

9.0 TIME LIMITS

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

10.0 FURTHER STEPS

Once we have dealt with your complaint, if you are not happy with the outcome you can request (via the team member initially handling your complaint) your complaint be referred to the Club's Board of Trustees. The Board of Trustees will investigate the complaint together with the response at a specially convened meeting. The Board of Trustees may invite external parties, such as County Durham Sport, or a member of Durham County Council to assist with the investigation.

As per the initial complaint process, we will acknowledge your complaint within 5 working days. We will keep you informed about the progress of the investigation and aim to have all complaints finished within 20 working days unless we agree a different time scale with you.

11.0 COMPLAINTS FLOW CHART

(Please see next page)

Suggested Review Date: After significant changes, or biennially

Reviewed By:	Melissa Spence
Date:	8/9/2021
Comments:	No policy / legislation updates Amended Policy Review – to move to biennially, as opposed to annually
Next Suggested Review Date:	September 2023

Reviewed By:	Melissa Spence
Date:	29/03/2023
Comments:	Update to welfare contacts to include County Durham Sport & NSPCC Removal of reference to a governing body
Next Suggested Review Date:	March 2025

Reviewed By:	Becca Armstrong
Date:	27/03/2025
Comments:	Update to SDG Welfare Contacts. Minor grammatical changes for clarity and flow.
Next Suggested Review Date:	March 2027

Reviewed By:	
Date:	
Comments:	
Next Suggested Review Date:	

Complaints Flow Chart

A COMPLAINT MAY BE MADE IN PERSON, OVER THE PHONE, OR IN WRITING.
YOUR FIRST CONSIDERATION IS WHETHER THE COMPLAINT SHOULD BE DEALT WITH AT:
STAGE 1 (FRONTLINE RESOLUTION), OR STAGE 2 (COMPLAINT/INVESTIGATION)

