

## COMPLIMENT AND COMPLAINT'S PROCEDURE

### How do we do?

Harefield Gymnastics believes that your observations are important to us.

#### ***What is a compliment and why are they important?***

A compliment is any expression of satisfaction with any aspect of the club or the staff who run it. Your compliments are an important way of rewarding staff as well as showing the club management that we are running the club well. If you wish to compliment the club on something we have done, please see below:

In person or by telephone to any coach / member of staff and / or any director or by writing to any coach/member of staff and / or a director

#### ***What is a complaint and why are they important?***

A complaint is any expression of dissatisfaction, which requires a response from us. It is not a request for a service. Anyone who is not happy with any aspect of the club has the right to make a complaint, and we promise to consider every complaint we receive. Complaints can be an important way of judging whether changes are needed in the way the club runs.

#### ***Complaints Procedure for Gymnasts***

In the first instance the gymnasts should discuss any problems with their coach.

If the problem has not been solved by your personal coach the next step is to speak to the Director of Coaching. If the above procedures are not possible it should be brought to the attention of the club welfare officer. This can be done informally or formally in writing depending on the severity of the complaint. The club welfare officer, Anita Bedwell can be contacted in person or by sending an email to [hgaoperations@gmail.com](mailto:hgaoperations@gmail.com). Thereafter a written complaint to a director, if the issue cannot be solved by them, then a letter to our governing body, (British Gymnastics) may be necessary. The British Gymnastics safeguarding team can be contacted on 0345 129 1129

#### ***Complaints Procedure for Parents & Carers***

Any queries must take place in a pre-arranged meeting outside of coach's delivery of a session.

In the first instance the parent/carer should discuss any problems with the child's coach;

If the problem has not been solved by your child's personal coach the next step is to speak to the Director of Coaching.

If the above procedures are not possible it should be brought to the attention of the club welfare officer, Anita Bedwell who can be contacted in person or by sending an email to [hgaoperations@gmail.com](mailto:hgaoperations@gmail.com)

Thereafter a written complaint to a Director, if the issue cannot be solved by them, then a letter to our governing body, (British Gymnastics) may be necessary. The British Gymnastics safeguarding team can be contacted on 0345 129 1129.