



Date Approved: October 2026
Review Date: October 2027

Complaints Procedure

Sudbury Gymnastics Club is committed to providing a positive, safe and supportive environment for all participants, parents, coaches, volunteers and visitors. We take all complaints seriously and aim to resolve concerns fairly, promptly and professionally.

Verbal Complaint:

Any verbal complaint should be made to the Head Coach or their designated deputy.

Any coach receiving a complaint should refer it to the Head Coach.

Wherever possible, complaints will be addressed at the time they are raised.

If a complaint requires further investigation, a response will be provided within 14 days.

If the Head Coach considers that the matter requires escalation, it will be referred to the appropriate authority as soon as reasonably practicable.

If the complainant remains dissatisfied with the outcome, they may refer the matter to the Club Committee or Chairperson for further review.

Complaints should be raised privately and not in the reception or viewing areas.

Any serious complaint will be reported to the Club Committee or Chairperson by the Head Coach where appropriate.

The Club may refer or escalate a complaint to British Gymnastics or another appropriate organisation where the matter falls outside the Club's authority or where further investigation is required.

Written Complaint:

Complaints may be submitted in writing to the Club Office, Head Coach or **Club Welfare Officer**.

Written complaints should include as much relevant information as possible, including dates, times and any supporting evidence.

The Club will acknowledge receipt of the complaint and begin an investigation where appropriate.

A written response will normally be provided within 14 days. If this is not possible, the complainant will be informed of the reason for the delay.

Complaints should be submitted formally, either verbally or in writing, and handled respectfully by all parties.

Complaints made via social media will not be investigated through the Club's complaints procedure.

Possible Outcomes:

Following an investigation, the Club may take one or more of the following actions, depending on the nature and seriousness of the complaint:

Advice or guidance

Informal resolution or mediation

Additional training or support

Verbal or written warning

Temporary suspension from club activities

Removal from membership or club activities

Referral to British Gymnastics or other appropriate agencies where necessary.

Safeguarding Concerns:

Any safeguarding concerns regarding a child, young person or vulnerable person should be reported immediately to the Club Welfare Officer.

Welfare Officer: Linda Miller

Email: Sudburygymclub@hotmail.com

Telephone: 01787 373967

Safeguarding concerns will be managed in accordance with British Gymnastics safeguarding procedures and may be referred to external agencies where necessary.

Complaints involving the welfare or safeguarding of a gymnast may be referred to British Gymnastics or other appropriate agencies where necessary.

Contact

If you have a complaint, concern or feedback, please contact the Head Coach, Club Welfare Officer or Club Office. We are committed to dealing with all concerns fairly, respectfully and confidentially.