

# **COMPLAINTS POLICY**

*Version of the 4th of March 2023 - 2/7*

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## 1. INTRODUCTION

Robin hood gymnastics centre is committed to providing a **safe, stimulating, consistent and accessible service** to its customers and their parents/carers.

We always aim to provide a **high standard** of care in all our services. RHGC 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. MAKING A SUGGESTION

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

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

**Phone:** 0115 837 4180

**Email:** [info@robinhoodgymnasticsclub.co.uk](mailto:info@robinhoodgymnasticsclub.co.uk)

**Letter:** Unit 1, Ellesmere Cres, Haydn Road, Sherwood, Nottingham, NG5 1DX.

If you are unsure of who is who, please take a look at the "Meet the Team" board on our website.

## 3. MAKING A COMPLAINT

If informal discussions about a complaint or 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 the valuable information from investigations to help us improve the service we provide. We treat all complaints in confidence.

RHGC 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 centre's Welfare Officer will follow the Safeguarding and Protecting Children Policy. Any welfare complaint in which a child is considered to be in immediate danger will be referred directly to the police.

Should you wish to report Welfare concerns, this should be done directly to our centre welfare officer : **Ali Oldham, centre welfare officer** : [welfare@robinhoodgymnastics.co.uk](mailto:welfare@robinhoodgymnastics.co.uk)

## 4. WHO CAN COMPLAIN

Anyone affected by the way RHGC 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. 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, please advise us that you wish to make a formal complaint. We will make a written copy and provide a copy of it within 5 working days.*

## 6. 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 about the outcome of our investigation.

## 7. RESPONSIBILITY

The RHGC Senior Managers have overall responsibility for dealing with all complaints made about their service.

## 8. HOW WE HANDLE COMPLAINTS

The Senior Managers at Robin Hood Centre may ask one of the team members 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 have all complaints finished within 20 working days, unless we agree to 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.
- Our proposals to resolve your complaint.

## 9. TIME LIMITS

You should complain as soon as you can after the date on which the event occurred or came to your attention. 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.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) that your complaint be referred to the centre's Board of Directors. The Board of Directors will investigate the complaint together with the response at a specially convened meeting.

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