



Brackley Gymnastics School

Complaints Policy (Members & Visitors)

Version	Date	Authorised by	Changes made
V1	16/03/2026	Natalie Baker – Club Director	Launch

Policy Relationship Statement

This policy forms part of the safeguarding and operational framework used by Brackley Gymnastics School. These policies apply to members, parents, carers, visitors, and other participants involved in Brackley Gymnastics School activities. Where relevant, the policies listed below should be read together to support safeguarding, welfare, and the safe and respectful operation of the club.

Linked Documents List

Brackley Gymnastics School – Gymnasts’ Code of Conduct
Brackley Gymnastics School – Photography & Filming Policy
Brackley Gymnastics School – Whistleblowing Policy
Brackley Gymnastics School – Anti-Bullying & Harassment Policy
Brackley Gymnastics School – Parents, Carers & Guests Code of Conduct
Brackley Gymnastics School – Child Protection Policy
Brackley Gymnastics School – Safeguarding Adults at Risk Policy
Brackley Gymnastics School – Safer Recruitment Policy
Brackley Gymnastics School – Equality, Diversity & Inclusion Policy
Brackley Gymnastics School – Privacy Notice & Data Protection Statement

1. Purpose

Brackley Gymnastics School (“BGS”) aims to provide a positive, respectful and transparent environment for all gymnasts, parents, visitors and staff.

This policy explains how to raise a concern or complaint and how BGS will respond fairly and promptly.

It ensures that every concern is handled appropriately in line with current governing-body standards, best practice and UK safeguarding law.

2. Scope

Applies to concerns or complaints raised by members, parents or visitors about:

- Coaching practice or behaviour;
- Club communication, administration or fees;
- Facility or safety matters; or
- Conduct of staff or volunteers.



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This policy does not replace safeguarding procedures. Any concern involving a child's or vulnerable person's welfare must be reported under the BGS Safeguarding and Welfare Policies.

3. Principles

- **Fairness & Respect:** Every complaint will be handled professionally and without bias.
 - **Informal First:** Whenever appropriate, BGS will seek to resolve issues informally through calm discussion.
 - **Transparency:** BGS will acknowledge all complaints and confirm when they have been reviewed. While every concern is handled appropriately, specific outcomes may not be shared due to confidentiality and data-protection requirements.
 - **Confidentiality:** Information will only be shared with those who need to know.
 - **Evidence-Based:** All evidence and relevant information should be provided when submitting your complaint. Decisions will be based on verified facts, not assumption or hearsay.
 - **No Reprisal:** No one raising a concern in good faith will be treated unfairly.
 - **Constructive Culture:** BGS welcomes feedback as an opportunity to learn and improve services.
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4. How to Raise a Complaint

Stage 1 – Informal Approach

Most concerns can be resolved quickly by speaking directly with the relevant coach or staff member. If this does not resolve the matter, please contact the Club Manager or Head Coach for support.

Stage 2 – Formal Complaint

If informal discussion does not resolve the issue or if the matter is serious :

- Submit your complaint in writing to info@brackleygymnastics.co.uk.
- You may also call 07447 743237 to speak with the Club Director / Head Coach, or email the Welfare Officer at bgs.welfare@gmail.com.
- Include dates, a description of the concern, who was involved and what outcome you are seeking.
- Please include all relevant evidence or information that supports your complaint.
- To help us prepare and respond efficiently, members are welcome to call before sending a formal email.
- BGS will acknowledge receipt within five (5) working days.
- While we aim to complete our review within twenty (20) working days, additional time may occasionally be required; you will be kept informed of progress.
- You may appeal within ten (10) working days if dissatisfied with the outcome.

5. Anonymous and Third-Party Complaints



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5.1 Anonymous Complaints

Brackley Gymnastics School encourages individuals raising a concern or complaint to provide their name and contact details. This helps the club review matters fairly and allows us to seek clarification or additional information where necessary.

Anonymous complaints may be more difficult to assess because the club may be unable to verify the information provided or request further details. For this reason, the extent to which an anonymous complaint can be reviewed will depend on the nature of the information received and whether sufficient detail is available.

Where an anonymous report raises a concern relating to the safety or welfare of a child or vulnerable adult, the matter will always be reviewed by the Welfare Officer and handled in accordance with the club's safeguarding procedures. Where appropriate, concerns may be referred to relevant safeguarding authorities.

5.2 Third-Party Complaints

Brackley Gymnastics School recognises that parents, guardians, or carers may raise concerns on behalf of a child or dependent. Such concerns will be taken seriously and reviewed in line with this policy.

Where appropriate, the club may seek information from the individuals involved in order to understand the circumstances fully. This may include speaking with gymnasts, parents, staff members, volunteers, or other relevant individuals, while maintaining appropriate confidentiality and fairness.

Complaints should be raised in good faith and supported by factual information wherever possible. Complaints that appear to be malicious, deliberately misleading, or intended to cause harm may not be pursued and may be addressed under the relevant Brackley Gymnastics School Code of Conduct.

6. Unacceptable or Abusive Behaviour

BGS welcomes constructive feedback but cannot tolerate abusive, threatening or vexatious communications. Such behaviour may be managed under the *BGS Code of Conduct for Parents & Guardians*.

Participation in BGS programmes is a parental choice, and continued membership is subject to adherence to BGS values and behaviour standards.

7. Complaints Involving Welfare or Safeguarding Concerns

If a complaint or concern involves the possible abuse, neglect or welfare of a child or vulnerable adult :

1. Do not attempt to investigate yourself.
 2. Report it immediately to the BGS Welfare Officer – Sharni Hughes at bgs.welfare@gmail.com.
 3. The Welfare Officer will take appropriate next steps in line with the *BGS Welfare Policies*..
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8. If You Are Concerned About a Child

If you believe a child or vulnerable adult is at risk of harm, neglect or abuse :



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1. Do not investigate the matter yourself.
2. Report it immediately to the BGS Welfare Officer at bgs.welfare@gmail.com.
3. If you believe a child is in immediate danger, contact the police or relevant local authority straight away.

Local Authority Social Services

County	Children's Social Care Contact
West Northamptonshire Council	0300 126 7000 (Option 1) – www.westnorthants.gov.uk
Oxfordshire County Council	0345 050 7666 – www.oxfordshire.gov.uk
Buckinghamshire Council	01296 383962 – www.buckinghamshire.gov.uk

If unsure which service to contact, the BGS Welfare Officer can advise and refer appropriately.

Police and Emergency Contacts

- Immediate danger or emergency: Dial 999
- Non-emergency or historic concerns: Dial 101

9. Appeals and External Escalation

If you are unhappy with our response :

- You may appeal in writing within ten (10) working days of receiving the outcome.
- The appeal will be reviewed, and a written response provided once the review is complete.
- Where appropriate, members may also seek guidance from the Club's recognised governing body in line with their published procedures.

10. Withdrawal of a Complaint

Complainants may withdraw a complaint at any stage. However, BGS reserves the right to proceed with enquiries where a safeguarding or criminal matter is suspected.

11. Learning and Continuous Improvement

BGS reviews feedback and complaints periodically to identify recurring themes. If a concerning trend is identified, the Club will address it with members once a resolution has been reached.

12. Confidentiality and Record Keeping

All complaints and correspondence will be treated confidentially and retained securely for at least six (6) years.

Information will only be shared where necessary for investigation or legal purposes, in line with UK data-protection law.

See the *BGS Privacy Policy* for details on how we use and store personal data.



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13. Availability

This policy will be available on the BGS website and can be requested by email from the Welfare Officer.

14. Complaint Handling Flow

Once a complaint is received, BGS follows a structured process to ensure fairness, confidentiality and compliance with safeguarding and data-protection laws.

1. Receive and Log – Complaint received and acknowledged within five (5) working days; logged securely by the Club Manager or Welfare Officer.
2. Initial Review – Classify as general concern or welfare/safeguarding matter. Safeguarding issues follow the *BGS Safeguarding & Welfare Policy*.
3. Information Gathering – Relevant information collected from those directly involved, applying confidentiality and data-protection principles.
4. Assessment and Action – Manager or Director determines appropriate response for general concerns; Welfare Officer leads on safeguarding referrals if needed.
5. Outcome and Record – Complainant informed that review is complete (subject to data-protection limits). Documentation retained for six (6) years.

Appeal (if applicable) – Written appeal may be submitted within ten (10) working days; review and final response issued.

15. Policy Conclusion

By participating in Brackley Gymnastics School activities, members, parents, carers, visitors, and external providers agree to comply with this policy in full.

Brackley Gymnastics School leadership will monitor compliance with this policy and take appropriate action where behaviour or actions place the safety, privacy, welfare, or respectful operation of the club at risk.

16. Review

This policy will be reviewed at least annually, or sooner if required by changes in legislation, safeguarding guidance, governing-body standards, or Brackley Gymnastics School operational practice.
