

Border Counties School of Gymnastics

Cambrian. Works
Gobowen Road
Oswestry
SY11 1HS

01691 658048 / bordercountiesssg@aol.com

Complaints procedure

Border Counties School of Gymnastics is proud to be a successful, caring and child friendly club. We take the welfare, safety and well-being of our gymnasts very seriously.

If you have a concern or complaint about any club member – be it gymnast, coach, team member or another parent please let us know as soon as possible.

What to do if you have a concern

We hope that most problems can be sorted out quickly, often at the time they arise on a one-to-one basis with the appropriate member of staff, particularly if your concern is about training or gymnastic progress. For safety reasons do not approach the coaches during classes, please contact them at the beginning or end of class.

If you are not comfortable speaking directly to the member of staff or feel that your problem cannot be sorted out this way please contact either Helene Cook – Gymnastics Manager or Lisa Gardner – Club Welfare Officers (see contact details below) to pass on your concern.

If your concern is about a specific incident it is most helpful to record your concern using the club complaints form (available from reception or from a Welfare Officer) as it is important to accurately record the date, time and key facts.

If your concern is more general, please make a note of the key points of your concern and report them to either the Gymnastics Manager or one of the Club Welfare Officers.

If you are not sure whether to report a concern, we advise you to speak to a Club Welfare Officer in order to receive advice about what to do next. Please remember it is important for the club to be aware of your concerns even if you are unsure about them.

Please remember that these guidelines are for children as well as adults. It doesn't matter who makes the report, or how old they are. Everyone's concerns are equally important and will be taken seriously.

How to report your concern

You can contact a Club Welfare Officer in the following ways;

bcsgwelfare@gmail.com

Lisa Gardner

Please mark any correspondence
Post or leave at reception;

FAO; Welfare Officer / Confidential
Border Counties School of Gymnastics
Cambrian Works, Gobowen Road
Oswestry SY11 1HS

07980268289

You can contact the Gymnastics Manager – **Helene Cook** – in the following ways;

In person at the club

01691 658048 / bordercountiessg@aol.com

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What we will do

We will aim to contact you within two days to acknowledge your complaint or concern and we will then look into the issue (this may involve listening to club staff, officials or gymnasts named or involved in the complaint).

We will aim to send you a reply within two weeks or we will inform you of the progress if there is a delay.

All complaints and concerns raised in this way will be recorded – whether spoken or written.

All complaints and concerns will be dealt with confidentially and only those who need to know will be informed.

Complaint form

Please complete and return to either;

Lisa Gardner – c/o Border Counties School of Gymnastics, Cambrian Works, Gobowen Road,
Oswestry SY11 1HS

Or

Helene Cook – Border Counties School of Gymnastics, Cambrian Works, Gobowen Road,
Oswestry SY11 1HS

Your name:

Your Gymnasts name:

Your relationship to the gymnast:

Your address:

Daytime telephone number:

Evening telephone number:

Please give details of your complaint:

What action, if any, have you already taken to try and resolve your complaint?
(who did you speak to and what was the response?)

What actions do you feel might resolve the problem at this stage?

Signature:

Date:

Official Use

Date form received:

Form received by:

Date acknowledgment given and method: