

K-GYMNASTICS

COMPLAINTS POLICY AND PROCEDURE

Club: K-Gymnastics

Club Number: 91116

Policy: Complaints Policy and Procedure

Applies to: Gymnasts, parents/carers, coaches, volunteers, officials and visitors

Policy Owner: K-Gymnastics

Responsible Person: Owner & Head Coach / Club Welfare Officer

Date of Policy: September 2026

Review Date: September 2027

1. POLICY STATEMENT

K-Gymnastics is committed to providing a safe, professional, positive and welcoming environment for all gymnasts, parents/carers, coaches, volunteers and visitors.

We recognise that from time to time a parent, gymnast or other member of the K-Gymnastics community may have a concern or may feel dissatisfied with an aspect of the service provided by the club.

We take all complaints seriously and are committed to dealing with concerns **fairly, consistently, respectfully and as promptly as possible.**

Our aim is to resolve concerns at the earliest appropriate opportunity and to use complaints constructively to improve the quality and safety of our club.

2. WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction regarding any aspect of K-Gymnastics, including but not limited to:

- The coaching or service provided;
- Communication with parents/carers;
- Club administration;
- Session arrangements;
- Behaviour of a coach, volunteer or other member of staff;
- Behaviour of another gymnast or parent/carer;
- Health and safety concerns;
- Club facilities;
- Fees, payments or membership arrangements;
- The application of club policies or procedures;

- Any matter that may affect the welfare, safety or experience of a gymnast.

We distinguish between a **general enquiry or request for information** and a formal complaint. We will always try to resolve straightforward concerns informally where appropriate.

3. OUR COMMITMENT

K-Gymnastics will:

- Listen carefully to complaints and concerns;
 - Treat everyone with courtesy and respect;
 - Take complaints seriously;
 - Investigate concerns fairly and objectively;
 - Keep appropriate records;
 - Protect confidential information;
 - Aim to respond within a reasonable timeframe;
 - Take appropriate action where a complaint is upheld;
 - Learn from complaints and identify areas for improvement;
 - Ensure that no child or adult is treated unfairly because they have raised a genuine concern.
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4. WHO CAN MAKE A COMPLAINT?

A complaint may be made by:

- A parent or carer;
- A gymnast;
- A coach or volunteer;
- A member of K-Gymnastics;
- A visitor;
- Another individual directly affected by the club's activities.

Where a complaint is made by a child or young person, K-Gymnastics will ensure that the concern is handled in an age-appropriate and supportive manner.

A child should never be prevented from raising a concern because they are worried about upsetting someone.

5. HOW TO MAKE A COMPLAINT

Stage 1 – Informal Resolution

Where appropriate, we encourage concerns to be raised informally in the first instance.

This allows K-Gymnastics the opportunity to understand the concern and resolve it quickly.

An informal concern can be raised with:

- The child's coach;
- The Head Coach; or
- Another appropriate member of the K-Gymnastics team.

Where possible, we will try to resolve straightforward concerns at the time they are raised.

If the concern cannot be resolved informally, or if the person making the complaint wishes to make a formal complaint, the matter can proceed to Stage 2.

6. STAGE 2 – FORMAL COMPLAINT

A formal complaint should normally be submitted in writing.

The complaint should include:

- The name and contact details of the person making the complaint;
- The name of the gymnast involved, where applicable;
- A clear description of the concern;
- The date(s) and location of any relevant incident;
- The names of people involved, where known;
- Any relevant supporting information or documentation;
- Details of any steps already taken to resolve the matter.

Complaints should be sent to the **Owner & Head Coach or Club Welfare Officer**.

K-Gymnastics will acknowledge receipt of a formal complaint as soon as reasonably practicable.

7. INVESTIGATION

The person responsible for dealing with the complaint will review the information provided and determine the appropriate course of action.

Depending on the nature of the complaint, this may include:

- Speaking with the person who made the complaint;

- Speaking with the gymnast involved;
- Speaking with coaches, volunteers or other relevant individuals;
- Reviewing relevant records or communications;
- Considering club policies and procedures;
- Reviewing any available evidence.

The investigation will be conducted fairly and without unnecessary delay.

Where a complaint involves a member of staff or volunteer, they will be given an appropriate opportunity to respond to the concerns raised.

8. SAFEGUARDING COMPLAINTS

Some complaints may involve safeguarding or child protection concerns.

If a complaint raises concerns about the safety or welfare of a child, K-Gymnastics will follow its **Safeguarding and Child Protection Policy** rather than treating the matter solely as a standard complaint.

Safeguarding concerns will be referred to the appropriate Club Welfare Officer and, where necessary, to British Gymnastics, the relevant local safeguarding authority, the police or another appropriate organisation.

A safeguarding concern should **not be delayed while waiting for the normal complaints process**.

9. COMPLAINTS INVOLVING THE CLUB WELFARE OFFICER

If a complaint concerns the Club Welfare Officer, it should be reported directly to the **Owner & Head Coach** or through the appropriate British Gymnastics safeguarding route where applicable.

If a complaint concerns the Owner & Head Coach, the complainant should be able to raise the matter with an appropriate independent or external person or organisation where necessary.

10. RESPONSE TO A FORMAL COMPLAINT

Following the investigation, K-Gymnastics will provide a written response where appropriate.

The response may:

- Confirm that the complaint has been upheld;
- Partially uphold the complaint;
- Confirm that the complaint has not been upheld;
- Explain the reasons for the decision;
- Outline any action that will be taken;
- Explain any further steps available to the complainant.

Due to confidentiality and data protection requirements, we may not be able to provide details about disciplinary or personnel action taken in relation to another individual.

11. TIMESCALES

K-Gymnastics aims to:

- Acknowledge a formal complaint within **5 working days**;
- Investigate and provide a response within **15 working days**, where reasonably practicable.

Some complaints may require more time because of their complexity, the number of people involved or the need to obtain further information.

If additional time is required, the complainant will be informed and given an indication of when a response is expected.

Safeguarding matters will be dealt with according to the urgency and requirements of the safeguarding concern rather than these standard complaints timescales.

12. APPEAL / REVIEW

If the person making the complaint is not satisfied with the outcome, they may request a review.

A request for review should normally be made in writing within **10 working days** of receiving the complaint outcome and should explain why they believe the decision should be reconsidered.

A review may consider:

- Whether the complaints procedure was followed;
- Whether relevant information was properly considered;
- Whether new information is available;
- Whether the outcome was reasonable based on the information available.

Where possible, the review should be undertaken by someone who was not directly responsible for the original decision.

Where an appropriate internal review is not possible, K-Gymnastics may direct the complainant to the relevant external organisation or governing body.

13. CONFIDENTIALITY

Complaints will be handled sensitively and confidentially.

Information will only be shared with individuals who need it in order to:

- Investigate the complaint;
- Safeguard children or adults;
- Provide appropriate advice or support;
- Meet legal, regulatory or governing-body requirements.

Complete confidentiality cannot always be guaranteed, particularly where a safeguarding concern or risk of harm is identified.

14. RECORD KEEPING

K-Gymnastics will maintain appropriate records of formal complaints.

Records may include:

- The date the complaint was received;
- The nature of the complaint;
- Relevant correspondence;
- Information gathered during the investigation;
- Actions taken;
- The outcome;
- Any follow-up or review.

Records will be stored securely and retained in accordance with the club's data protection and record-keeping arrangements.

15. UNREASONABLE OR ABUSIVE COMPLAINTS

K-Gymnastics understands that people may be upset or frustrated when making a complaint. We will always aim to listen and respond respectfully.

However, abusive, threatening, intimidating or discriminatory behaviour towards coaches, volunteers, staff, gymnasts or other members of the club will not be accepted.

Examples may include:

- Threatening or aggressive behaviour;
- Personal abuse or harassment;
- Repeated unwanted contact;
- Offensive or discriminatory language;
- Attempts to intimidate staff or volunteers;
- Making allegations known to be deliberately false.

Where such behaviour occurs, K-Gymnastics may take reasonable steps to protect its staff, volunteers, gymnasts and families.

This does not prevent a person from raising a genuine complaint.

16. COMPLAINTS ABOUT OTHER GYMNASTS OR PARENTS

Where a complaint concerns the behaviour of another gymnast or parent/carer, K-Gymnastics will consider the circumstances carefully.

We ask parents and carers **not to approach or confront another child or family directly** about an incident involving the club.

Concerns should instead be reported to a coach, the Head Coach or Club Welfare Officer so that the matter can be managed appropriately.

Where the concern involves bullying, harassment, discrimination or safeguarding, the relevant club policy and procedures will also apply.

17. PARENTS' AND CARERS' CONDUCT

Parents and carers are expected to communicate with coaches and club staff respectfully.

K-Gymnastics welcomes constructive feedback and genuine complaints. However, concerns should be raised through the appropriate channels rather than being discussed in front of children, other parents or during coaching sessions.

Parents and carers must not:

- Shout at or verbally abuse coaches;
- Threaten or intimidate staff or volunteers;
- Enter restricted gymnastics areas without permission;
- Confront or discipline another gymnast;
- Disrupt a gymnastics session;
- Post abusive or defamatory content about the club or its members online.

Where necessary, the club may take appropriate action in response to unacceptable behaviour.

18. CHILDREN AND YOUNG PEOPLE MAKING COMPLAINTS

K-Gymnastics recognises that children may find it difficult to make a complaint or explain that something is wrong.

Children will be:

- Listened to;
- Taken seriously;
- Given an opportunity to express their views;
- Supported by an appropriate trusted adult where required;
- Protected from retaliation or negative treatment for raising a genuine concern.

The child's welfare and best interests will remain the priority.

19. NO RETALIATION

K-Gymnastics will not tolerate retaliation against anyone who raises a genuine concern or complaint in good faith.

Any attempt to intimidate, threaten, victimise or disadvantage someone because they have made a complaint may be dealt with separately under the appropriate club procedures.

20. IMPROVEMENT AND LEARNING

Complaints can provide valuable information that helps K-Gymnastics improve.

Where appropriate, the club will review complaints to identify:

- Recurring issues;

- Communication problems;
- Training or development needs;
- Changes required to club procedures;
- Safeguarding or health and safety improvements.

The purpose of the complaints process is not simply to resolve individual concerns, but also to help maintain and improve the quality of the club.

21. RELATED POLICIES

This policy should be read alongside the K-Gymnastics:

- Safeguarding and Child Protection Policy;
 - Anti-Bullying Policy;
 - Code of Conduct;
 - Equality, Diversity and Inclusion Policy;
 - Social Media Policy;
 - Health and Safety Policy;
 - Disciplinary Procedures;
 - Data Protection and Privacy arrangements.
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22. POLICY REVIEW

This policy will be reviewed at least annually, or sooner if there are significant changes to legislation, British Gymnastics requirements, safeguarding guidance or K-Gymnastics procedures.

Date of Policy: September 2026

Next Review Date: September 2027

23. CONTACT

For complaints or concerns relating to K-Gymnastics, please contact:

K-Gymnastics

Club Number: 91116

Owner & Head Coach: Katya Stefanova

Club Welfare Officer: K-Gymnastics Welfare Team

We are committed to listening, responding fairly and working with our members and families to provide the best possible experience for every gymnast.