



1.1. Tumble Gymnastics & Activity Centre is committed to providing a high-quality experience for all our customers and continually strives to improve and surpass our customers expectations. There may be times when we do not meet our expected standards, and if this is the case, we want to hear about it, deal with the situation as quickly as possible and put measures in place to ensure it doesn't happen again.

2. Purpose

2.1. The policy sets out the procedures for making complaints about Tumble Gymnastics & Activity Centre, and how these complaints will be handled.

2.2. Further, the policy ensures that a framework is in place for ensuring that complaints are handled in a timely, fair and proportionate manner.

3. Scope

3.1. Who can raise a complaint?

3.1.1. Anyone can make a formal complaint to Tumble Gymnastics & Activity Centre

3.2. Policy Coverage

3.2.1. This policy covers all issues relating to services or acts of Tumble Gymnastics & Activity Centre.

3.2.2. Complaints that relate to services provided jointly between Tumble Gymnastics & Activity Centre and other organisations may be referred to either organisation in the first instance.

3.2.3. It does not cover complaints against Tumble Gymnastics & Activity Centre. These complaints should be directed to the HR Department.

3.2.4. Other complaints, for example relating to the conduct, behaviours or services of Tumble Gymnastics & Activity Centre, Coaches, Members or Affiliated Organisations where there is an alleged breach of any Tumble Gymnastics & Activity Centre, Standards of Conduct, the Membership Rules or Articles of Association, should be made using the Complaints & Disciplinary Policy and Procedures. These can be found on the British Gymnastics website.

3.2.5. Complaints, allegations or concerns about safeguarding should be made by email to welfare@tumbleactivity.com or phone to British Gymnastics (0345 1297129) or to safeguarding@britishgymnastics.org. Should a complaint be raised to Tumble Gymnastics & Activity Centre which includes a Safeguarding element, these will be managed by the Safeguarding Team.

4. Policy Statements

4.1. Tumble Gymnastics & Activity Centre takes all complaints seriously and treats all complainants and their concerns with respect and, where necessary, confidentiality.

4.2. Tumble Gymnastics & Activity Centre will provide an acknowledgement of any complaint within 7 working days of receipt of the complaint and, where possible, an expected timescale for responding.

4.3. Tumble Gymnastics & Activity Centre will endeavour to provide a full and formal response to complaints within 21 working days of receipt. Where we are unable to do so, the reasons for this and an updated timescale will be provided.

4.4. Where appropriate, a summary of complaints and the responses will be shared with the directors and relevant heads of department for continued learning and development.

5. Definitions

5.1. What is a formal complaint?

5.1.1. Tumble Gymnastics & Activity Centre defines a formal complaint as an expression of dissatisfaction with the acts or services of British Gymnastics which is received by post or email and requires a formal response.

5.1.2. Complaints received via telephone will be directed to the Tumble complaints procedure on our website and asked to put their complaint in writing via email.

6. Roles & Responsibilities

6.1. The Directors have overall responsibility for ensuring this policy is adhered to and complaints are managed accordingly.

6.2. The Directors are responsible for communicating this policy and the reports that are produced for senior management that detail the number and level of issues raised with the organisation in any given period.

6.3. The Directors are responsible for the logging, management and responses to complaints and coordinating any investigation or action in relation to complaints made.

7. Monitoring

7.1. This policy will be reviewed every three years by the Directors and Welfare Officers to ensure it remains fit for purpose.

7.2. The policy will be updated outside of these timescales should there be a significant change in any relevant legislation or Tumble Gymnastics & Activity Centre operating procedures.

8. Interdependencies & Related Policies

8.1. The following related policies should be used in conjunction with this policy;

8.1.1. Tumble Gymnastics & Activity Centre Membership Rules

8.1.2. Tumble Gymnastics & Activity Centre Complaints and Disciplinary Policy & Procedures

8.1.3. Tumble Gymnastics & Activity Centre Safeguarding Policy

8.1.4. Tumble Gymnastics & Activity Centre Articles of Association

9. Impact Assessments

9.1. The policy has undergone Data Protection and Equality Impact assessment screening.

10. Procedures

10.1 How to make a complaint:

10.1.1 All complaints must be made in writing via email to Welfare@tumbleactivity.com

10.2. What information is required when making a complaint?

10.2.1. When raising a complaint with Tumble Gymnastics & Activity Centre, the following information is required;

10.2.2. The complainant's name

10.2.3. The nature and details of the complaint (including as much detail as possible, for example dates of occurrence, times, other people/members involved, location of the issue).

10.3 Please detail any communication you've had previously (verbally, written or other) with a Tumble staff member regarding this complaint.

10.4. Where a Complainant, Respondent or other party requires adjustments to enable them to participate fairly in any aspect of the complaints process, the Complaints Resolutions Officer will consult with the individual and, where considered reasonable, will ensure appropriate adjustments are made.

Acknowledgement of complaints

10.4.1. All complaints will be acknowledged via email within 7 working days of receipt.

10.5. A complaint may be referred to a third-party organisation where:

10.5.1. The complaint does not fall under the jurisdiction of Tumble Gymnastics & Activity Centre; or

10.5.2. Where a complaint is considered to relate to a service that is provided jointly by Tumble Gymnastics & Activity Centre and a third-party organisation and following consultation with the third-party organisation, it is agreed that they are better placed to respond to the complaint.

10.6. Response to a complaint

10.6.1 Tumble Gymnastics & Activity Centre will provide a formal response to complaints within 21 working days of receipt of the initial complaint.

10.6.2. Where it is not possible to provide a response within this timescale, the complainant will be informed in writing of the reasons for the delay and the current timescales for providing the response.

10.6.3. Safeguarding concerns, including those raised within a complaint regarding Tumble Gymnastics & Activity Centre, will be handled by our Safeguarding Team. You will be made aware of the forward process and timescales that will be involved in concluding the safeguarding complaint accordingly. Safeguarding concerns should be raised directly to the Safeguarding Team by email to welfare@tumbleactivity.com

10.7. Confidentiality and data protection

10.7.1 Any information you provide about your complaint will be securely stored on the relevant Tumble Gymnastics & Activity Centre System and, where appropriate, a case file.

10.7.2. Information relating to your complaint that has been provided in confidence will not be disclosed to any third parties without your permission, unless there is an overriding justification, for example where failure to disclose would put others at significant risk of harm or we are required to under our obligations in law. However, if your complaint relates to any third parties, you should be aware that this may make it difficult for us to investigate and resolve your complaint without disclosing the nature of your complaint.

10.7.1. Any personal data provided in connection with a complaint will be processed in accordance with data protection laws. Further information about how we use your personal data is provided in our privacy notices.

10.7.2. We will hold information about your complaint for three years after the complaint is resolved in line with the British Gymnastics retention periods. We will review any request for erasure of data and will comply unless there are any specific circumstances where the right to erasure does not apply.

10.8. Escalation of Complaints

10.8.1. Once the formal response has been provided, if the complainant is not satisfied with the outcome, they can request the complaint be escalated to British Gymnastics complaints department. www.british-gymnastics.org

10.9. Handling Persistent Complainants and Vexatious Complaints

10.9.1. If a complaint is considered to be vexatious and/or the behaviour of a complainant is overly persistent, and/or making disproportionate demands on time and resources, the Integrity Director will determine a course of action from the following:

10.9.2. Try to resolve the issue in accordance with these procedures, by contacting the individual in writing to explain the difficulties and to set out a preferred method of behaviour for the parties involved. This may, for example include requiring the complainant to communicate in a certain way e.g. in writing or with a specific individual, limit the frequency of communications and electronically diverting communications to a specific individual

10.9.3. Decline contact with the complainant or restrict contact to a specific format

10.9.4. Notify the complainant in writing that the complaint has been fully responded to and there is nothing further to add; continuing contact will serve no useful purpose and that further correspondence will be acknowledged but not answered

10.9.5. In extreme cases, it may be necessary to instruct legal proceedings to deter the individual from further contact

10.9.6. Due regard should be given to whether the complainant has a disability, health condition or personal circumstances that may have a bearing on the complaining behaviour. In the interests of fairness, any relevant personal circumstances should be considered fully when determining an appropriate course of action.