

Dynamics Gymnastics Complaints Procedure

Dynamics Gymnastics believes that good communication between the club, the coaches and parents/carers is essential to avoid misunderstandings and to ensure co-operation. On that basis, we request that parents/carers informally discuss any minor concerns they may have about Dynamics Gymnastics classes with the Class Manager/Head Coach as soon as possible after they arise in order that swift action can be taken to resolve any issues. Where possible, the concern should be raised and discussed with the Class Manager/Head Coach in the gym at the beginning or end of a session in order that an immediate response and suitable resolution can be given and agreed. Alternatively, minor concerns can be emailed to info@dynamicsgymnastics.co.uk. The Class Manager/Head Coach will respond as soon as possible by email or in person at the following session.

Where a parent/carer has a major concern about a matter other than safeguarding or child protection or feel that an informal complaint has not been dealt with satisfactorily, they should make a formal complaint in writing to the Club Secretary at 17 Bill Rickaby Drive, Newmarket, CB8 0HG. The complaint and necessary actions will be considered by the Dynamics Gymnastics Managers and a written response returned as soon as possible but within 28 days.

Where a parent/carer has a major concern regarding their child's welfare e.g. a safeguarding or child protection issue, they should contact the Club Welfare Officer as soon as possible. The Dynamics Gymnastics Welfare Officer is Mark Clark and he can be contacted on welfareofficer@dynamicsgymnastics.co.uk or 07889900561. The Welfare Officer will record the complaint on an Incident Report Form and will consider the concern immediately initiating necessary actions according to the relevant Dynamics Gymnastics Policy. Within the bounds of confidentiality, the complainant will be kept informed of actions being taken.

Dynamics Gymnastics acknowledges that confidentiality is essential to a fair and effective complaints process. Accordingly, the Class Manager/Head Coach, Club Secretary, Welfare Officer and Dynamics Gymnastics Managers are aware of their responsibilities in relation to confidentiality and information will only be shared with the relevant people and authorities involved in the complaints procedures. All written communications and complaints records will be stored securely by the Club Secretary or Welfare Officer.

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