



British Gymnastics Complaints Policy

Approval

| Approved by | Owner | Dept | Date |
|---------------------|--------------------------------|-----------|------------|
| Standards Committee | Conduct & Disciplinary Manager | Integrity | 05/02/2020 |
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Document History

| Version | Summary of Changes | Document Status | Date |
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| V1.0 | Approved by Standards Committee | Live | 19/07/2017 |
| V2.0 | 3.1 & 5.1 clarification on complaints against BG Staff | Live | 05/12/2017 |
| V3.0 | Addition of Vexatious & Persistent Complaints | Live | 11/12/2018 |
| V4.0 | Policy updated to include review mechanism and reformatted. Approved by Board | Live | 11/03/2020 |

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1. Background

- 1.1. British Gymnastics 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 stop it happening again.

2. Purpose

- 2.1. The policy sets out the procedures for making complaints about British Gymnastics, 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, member or non-member, can make a formal complaint to British Gymnastics.
- 3.2. Policy Coverage
 - 3.2.1. This policy covers all issues relating to services or acts of British Gymnastics.
 - 3.2.2. Complaints that relate to services provided jointly between British Gymnastics and other organisations may be referred to either organisation in the first instance.
 - 3.2.3. It does not cover complaints against British Gymnastics staff. These complaints should be directed to the HR Department.
 - 3.2.4. Other complaints, for example relating to the conduct, behaviours or services of British Gymnastics Clubs, Coaches, Members or Affiliated Organisations where there is an alleged breach of any British Gymnastics policy, 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 phone to British Gymnastics (0345 1297129) or to safeguarding@british-gymnastics.org. Should a complaint be raised to British Gymnastics which includes a Safeguarding element, these will be managed by the Complaints Resolutions Officer in conjunction with the Safeguarding Team.
 - 3.2.6. Data subject access requests and other requests that relate to individual rights under data protection law will be referred to the Data Protection Officer (DPO). Complaints raised to British Gymnastics which include a data protection element are managed by the Complaints Resolutions Officer. Where a complainant is not satisfied with the outcome of a complaint managed by the Complaints Resolutions Officer, this will be referred to the DPO.
 - 3.2.7. British Gymnastics registered clubs, as separate business entities, should have their own complaints process and any complaints relating to the management of a club, their fees, rules and requirements should be directed to the club to respond to. Once this process is completed, if the complainant is not satisfied with the response, they can request the Conduct & Disciplinary Manager review the outcome using the Complaints and Disciplinary Policy and Procedures.

3.2.8. Complaints related solely to the following entities should be directed to them:

- 3.2.8.1. Home Countries -English Gymnastics, Welsh Gymnastics, Scottish Gymnastics and Gymnastics Northern Ireland
- 3.2.8.2. Regional Committees in England
- 3.2.8.3. British Schools Gymnastics Association
- 3.2.8.4. Isle of Man Gymnastics Association
- 3.2.8.5. County Gymnastics Associations

If you have an issue regarding any of the above entities, please contact them directly. We will however be happy to provide contact details; please contact us by visiting our website - <https://www.british-gymnastics.org/contact-us>. British Gymnastics has no jurisdiction to handle complaints or appeals regarding the service provided by these organisations.

4. Policy Statements

- 4.1. British Gymnastics takes all complaints seriously and treats all complainants and their concerns with respect and, where necessary, confidentiality.
- 4.2. British Gymnastics will provide an acknowledgement of any complaint within 3 working days of receipt of the complaint. This will include a unique reference for the complaint, the contact details of the Complaints Resolutions Officer and, where possible, an expected timescale for responding.
- 4.3. British Gymnastics 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 British Gymnastics Customer Experience Manager, relevant Department Heads or Managers and the British Gymnastics Board for continued learning and development.

5. Definitions

- 5.1. What is a formal complaint?
 - 5.1.1. British Gymnastics 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 may be considered to be a formal complaint and handled using the procedures in this policy at the discretion of the relevant member of British Gymnastics staff.
 - 5.1.3. If a person making a complaint requires assistance to do so, they can contact the British Gymnastics Customer Support Team on 0345 129 7129.

6. Roles & Responsibilities

- 6.1. The Conduct & Disciplinary Manager has overall responsibility for ensuring this policy is adhered to and complaints are managed accordingly.
- 6.2. The British Gymnastics Conduct & Disciplinary Manager is 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 Complaints Resolutions Officer is 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 Standards Committee 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 British Gymnastics rules and operating procedures.

8. Interdependencies & Related Policies

- 8.1. The following related policies should be used in conjunction with this policy;
 - 8.1.1. British Gymnastics Membership Rules
 - 8.1.2. British Gymnastics Complaints and Disciplinary Policy & Procedures
 - 8.1.3. British Gymnastics Safeguarding Policy
 - 8.1.4. British Gymnastics Articles of Association

9. Impact Assessments

- 9.1. The policy has undergone Data Protection and Equality Impact assessment screening. Amendments are being made to Privacy Notices to address data protection requirements.

10. Procedures

- 10.1. How to make a complaint:
 - 10.1.1. All complaints should be made in writing either by emailing customersupport@british-gymnastics.org or using our [Contact Us](#) support form on the British Gymnastics website. Any complaints received elsewhere by British Gymnastics Staff should be forwarded to the Complaints Resolutions Officer as soon as is practicable.
 - 10.1.2. Complaints received via telephone may be treated as a formal complaint at the discretion of the relevant staff member. The complainant will be informed of this and the policy and procedures here will apply.
 - 10.1.3. Those who require assistance to make a complaint can request this through the British Gymnastics Customer Support Team on 0345 129 7129. The Customer Support Team can also be reached via email or using www.british-gymnastics.org
 - 10.1.4. Any complaints relating to the performance or conduct of British Gymnastics staff should be directed to the HR department at hr@british-gymnastics.org
- 10.2. What information is required when making a complaint?
 - 10.2.1. When raising a complaint with British Gymnastics, the following information is required;
 - 10.2.2. The complainant's name
 - 10.2.3. The complainant's British Gymnastics Membership Number (if applicable)
 - 10.2.4. 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. Assistance with the complaints process
- 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 3 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 British Gymnastics; or

10.5.2. Where a complaint is considered to relate to a service that is provided jointly by British Gymnastics 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.

10.5.3. Where it is determined that a complaint should be referred to a British Gymnastics registered club or affiliated organisation (including but not limited to English, Welsh or Scottish Gymnastics, for example), British Gymnastics will inform the complainant and pass on the complaint to the appropriate party, except where the complainant raises a specific objection. Where it is determined that a complaint falls outside of British Gymnastics, its registered clubs or affiliated organisations, we will make every effort to signpost the complainant to the appropriate organisation to forward their concerns on to.

10.6. Response to a complaint

10.6.1. British Gymnastics 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 British Gymnastics, 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 safeguarding@british-gymnastics.org or by telephone to 0345 1297129.

10.6.4. If the complaint relates to an assessment decision or appeal of a decision, the matter will be handled in the first instance by the Complaints Resolutions Officer in conjunction with the relevant member of the British Gymnastics Education and/or Workforce team. For UKCC courses, appeals against any outcomes to these complaints or concerns should be addressed to 1st4sport, once these procedures have been exhausted.

10.7. Confidentiality and data protection

10.7.1. Any information you provide about your complaint will be securely stored on the relevant British Gymnastics 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 the second stage of the complaint process.

10.8.2. Should a complainant wish to do this, they should respond to the formal outcome within 14 days of the date of delivery setting out the reasons for the request.

10.8.3. Upon receipt, the Complaints Resolutions Officer will pass the case file, any associated documents and the contact from the complainant to either the Conduct & Disciplinary Manager, the Customer Experience Manager, The Data Protection Officer, or the Integrity Director as appropriate.

10.8.4. The Conduct & Disciplinary Manager, the Customer Experience Manager or the Integrity Director will review the initial complaint, any investigation or enquiries carried out by the Complaints Resolutions Officer or any third-party and the initial response provided. Following this, they will provide a further formal response.

10.8.5. Once this second stage response has been provided, there is no further escalation or appeals process, except where there is an appeal against a decision regarding a UKCC qualification assessment for coaching, which can be referred to 1st4sport.

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.