



Customer Complaints & Resolutions Policy & Procedure

Approval

| Approved by | Owner | Dept | Date |
|--|-------------|--------------------------------|---------------------------|
| Standards Committee & Board | Simon Evans | Corporate & Community Services | 11 th Dec 2018 |

Document History

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| V2.0 | 3.1 & 5.1 clarification on complaints against BG Staff | Live | 5 th Dec 2017 |
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1. BACKGROUND

British Gymnastics is committed to providing a high-quality experience for all its customers and continually strives to improve and surpass our customer's 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.

In putting ourselves in others shoes, we take the time to understand to make things better. By creating a two-way dialogue with our customers, we hope to learn from the past to shape a better future.

2. PURPOSE

The purpose of this policy is to provide a clear framework to assist anyone who is not satisfied, to raise their concerns and to ensure that we respond effectively.

Furthermore, it provides for prompt resolution at an early stage, so that complaints are dealt with seriously, fairly and sensitively with no potential victimisation.

3 SCOPE

3.1 Who can raise an issue?

Anyone, member or non-member, can make a formal complaint to British Gymnastics.

3.2 Policy Coverage

This policy covers all issues relating to services or acts of British Gymnastics.

Complaints that relate to services provided jointly between British Gymnastics and another organisation may be referred to that organisation in the first instance

It does not cover complaints against British Gymnastics staff regarding performance or standards of conduct. These complaints should be directed to the HR Department.

Other complaints, for example complaints about breaches or alleged breaches of the Constitution and Regulations of British Gymnastics or the Standards of Conduct relating to Registered British Gymnastics Clubs, British Gymnastics Coaches or other members of British Gymnastics, please refer to the Complaints and Disciplinary Procedures. This can be accessed [here](#).

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

- Home Countries -English Gymnastics, Welsh Gymnastics, Scottish Gymnastics and Gymnastics Northern Ireland
- Regional Committees in England
- British Schools Gymnastics Association
- Isle of Man Gymnastics Association
- County Gymnastics Associations
- First 4 Sport Assessment Appeals. (However prior to contacting First 4 Sport regarding an education course assessment appeal, the complainant must have made a complaint to British Gymnastics through this policy to its fullest extent before an appeal can be made to First 4 Sport)

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 click [here](#).

4 DEFINITIONS

4.1 What is a complaint?

Under the remit of this policy, we define a complaint as an expression of dis-satisfaction with the acts or services provided by British Gymnastics (BG) and something that a customer would like investigated with a formal response.

5 PROCEDURE FOR HANDLING A COMPLAINT

5.1 How to make a complaint:

All complaints must be made in writing either by emailing customersupport@british-gymnastics.org or using our 'contact us' support form on the main website (click [here](#)).

Any complaints about the performance or conduct of British Gymnastics Staff should be directed to the HR department at hr@british-gymnastics.org

5.2 What information is required when making a complaint?

When raising an issue with British Gymnastics the following information is required;

- Customer name
- British Gymnastics Membership Number (if applicable)
- Nature/details of the issue (including as much detail as possible, for example dates of occurrence, times, other people/members involved, location of the issue).

5.3 Assistance with making a complaint

If you require assistance when making a complaint in any way, please ring our customer support centre on 0345 1297129 and we will ensure the appropriate support is provided to guide you through the process.

5.4 Acknowledgement of complaints

All complaints will be acknowledged via email within 24 hours and given a specific reference number for future correspondence.

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

- (a) The complaint does not fall under the jurisdiction of British Gymnastics; or
- (b) 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.

Where it is determined that a complaint should be referred to a third party organisation, the complainant will be informed and, unless they specifically object, their complaint will be referred to the relevant organisation.

5.5 Response to a complaint

We will ensure that all general complaints are reviewed and a response is provided by email within 21 working days.

If a complaint has a safeguarding element it will be managed by our Safeguarding Case Manager and not within the remit of this policy. You will be made aware of the forward process and timescales that will be

involved in concluding the complaint accordingly. Click [here](#), for details about how to log a safeguarding complaint.

If the complaint is regarding a UKCC education coaching course and specifically the desire to appeal an assessment decision, we will log your complaint and then forward details to First 4 Sport for review and resolution. First 4 Sport will contact you in due course with timescales and processes. Please find a link [here](#) to further details.

5.6 Confidentiality of data

Any information you provide about your complaint will be securely stored on the British Gymnastics Customer Relationship Management System (CRM) and/or in a complaint file.

If your complaint relates to any third parties, it is likely that we will need to share details of your complaint with these individuals as part of the investigation. We will ensure we have your consent to do so before any information is shared. You may withhold or withdraw your consent at any point but you should be aware that this may make it difficult for us to investigate and resolve your complaint.

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

5.7 Handling Persistent Complainants and Vexatious Complaints

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:

- 5.7.1 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
- 5.7.2 Decline contact with the complainant or restrict contact to a specific format
- 5.7.3 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
- 5.7.4 In extreme cases, it may be necessary to instruct legal proceedings to deter the individual from further contact

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.

6 ROLES & RESPONSIBILITIES

6.1 Compliance, Monitoring & Review

This policy will be reviewed annually by the Standards Committee to ensure it remains fit for purpose. The Customer Experience Manager has overall responsibility for ensuring this policy is adhered to and complaints are managed accordingly.

6.2 Reporting & Communications

The British Gymnastics Customer Experience 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.

7 INTERDEPENDENCIES/RELATED POLICIES

7.1 Please see the following links for related policies:

[BG Membership Rules](#)

[BG Complaints and Disciplinary Procedure](#)

[BG Safeguarding and Protecting Children Policy](#)

[BG Learner Complaints Procedure \(for Education related complaints\)](#)