

Be Distinct Gymnastics Academy Complaints Policy and Procedure

Be Distinct Gymnastics Academy is committed to providing a quality service to all members. If members, volunteers or staff do not feel they have received a quality and fair service/experience, BDGA is committed to resolving any concerns. This policy sets out the procedure to follow, should anyone have a concern or complaint. BDGA will aim to:

- Allow complaints to be resolved without formal disciplinary action as much as possible,
- Resolve or determine complaints within a reasonable time period,
- Provide a fair and rigorous process for those circumstances where formal disciplinary proceedings are necessary.

Complaints Procedure:

Stage 1 -

If you have a complaint about any aspect of the club's activity, or the conduct of an individual member of the team, the first step to resolve the issue should be speaking to the individual concerned and/or the coach in charge of the session. The club is committed to open and regular dialogue with parents/carers and welcomes all comments whether positive or negative. Please ensure that you make any complaints at an appropriate time (i.e. end of session/change over times), as the priority for a coach must always be the health and safety, and development of the gymnasts.

Stage 2 -

If a satisfactory outcome has not been achieved through stage 1, the next step is to speak to the level 2 or 3 coach in charge on the day. This also must be done at an appropriate time as again, the priority for all coaches must be the gymnasts.

Stage 3 -

If stage 1 and 2 have not resolved the complaint, the next step is to put your concern in writing. Please e-mail enquiries@bdga.com with details of your complaint, including relevant names, dates, times, class information and circumstances. We aim to acknowledge your email within 5 working days and, depending on the nature/severity of the complaint, this will be investigated within 15 working days or passed onto our Welfare Officer if it is relating to safeguarding or welfare. Please refer to the BDGA Safeguarding Policy for more information about safeguarding or welfare, and how to report a safeguarding concern.

Stage 4 -

If you are not satisfied with the initial investigation, you can request an investigation from the Club Director/Club Committee. You will need to e-mail committee@bdga.com. This will be investigated within 21 working days.

Stage 5 -

If you are not satisfied with the outcome from stage 4, this should be referred to British Gymnastics for review via the British Gymnastics website. (www.british-gymnastics.org)

Contact Information:

For questions about complaints, please contact:

Email: enquiries@bdga.com

We aim to respond to all inquiries within 5 working days.

Policy Updates:

This policy may be updated from time to time. Changes will be communicated via email and posted on our website at least 30 days before taking effect.

Last Updated: July 2025