

COMPLAINTS HANDLING POLICY

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Document author:	Katie Langley		
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1.0 Introduction and purpose

The purpose of this document is to outline the procedure that must be followed when concerns or complaints arise.

2.0 Who this policy is for

Please remember this policy is for children as well as parents. It does not matter who makes the report or how old they are, everyone's concerns are equally important and will be treated seriously.

3.0 What to do if you have a concern

- If your concern is regarding a specific incident, please make a note of the date and time it occurred and report it as soon as possible. Please also make a note of any key facts relating to the incident.
- If you have a general concern, please make a note of the main points of your concern and report them to Parisa Mahjoob or Mark Langley
- If you are not sure whether to report a concern or not, we advise that you do report it, it is important that the club is aware of your concerns even if you are unsure about them. The

club's employees and coaches are bound by their codes of conduct to treat all concerns with the utmost discretion and confidentiality.

- If for any reason you do not wish to raise your concern with Parisa Mahjoob or Mark Langley please contact our welfare officer Lucy Worsley on worsleye@gmail.com 07496 357179

4.0 Ways of making contact

- Please initially contact Parisa Mahjoob or Mark Langley via email to raise your concern using parisa.evolvegymnastics@gmail.com or mark.evolvegymnastics@gmail.com or our general email: info@evolvegymnasticsacademy.co.uk
- You can then either write an email or letter highlighting your concern or arrange a telephone call or meeting in person.
- Alternatively, you can send a letter anonymously highlighting your concern – however, please be aware that it is much more difficult to address the problem if we cannot contact the person who has noticed it.