



ADVANCE GYMNASTICS CLUB

# Advance Gymnastics Complaints

Last updated: 25/03/26

## Purpose

We are committed to providing a high-quality, positive experience. If concerns arise, this procedure ensures they are handled fairly, consistently, and professionally.

---

## Stage 1: Informal Resolution

### What this means:

Most concerns can be resolved quickly and calmly.

### Process:

- Parent raises concern via email or after a session
- Coach acknowledges and responds within **2–3 working days**
- Aim: quick clarification or solution

### Important boundaries:

- No discussions during sessions
  - No confrontational behaviour will be accepted
- 

## Stage 2: Formal Complaint

If the issue is not resolved informally:

### How to submit:

- Complaint must be made in writing  
([info@advancegymnasticsclub.com](mailto:info@advancegymnasticsclub.com)/[advancegymwelfare@gmail.com](mailto:advancegymwelfare@gmail.com))
- Include:

- Child's name
  - Details of concern
  - Relevant dates/times
  - Desired outcome
- 

### **What happens next:**

- Club acknowledges complaint within **3–5 working days**
  - Investigation carried out by:
    - Head Coach / Club Manager / Welfare Officer
  - May include:
    - Speaking to staff
    - Reviewing records
    - Gathering statements
- 

## **Stage 3: Escalation / Review**

If the complainant is not satisfied:

### **Process:**

- Request a review in writing within **7 days**
- Complaint reviewed by:
  - Welfare Officer/ Head Coach

### **Outcome:**

- Final decision issued in writing

👉 This decision is final within the club.

---

## **Behaviour During Complaints**

While a complaint is being handled:

- All parties must behave respectfully
- Aggressive, abusive, or inappropriate behaviour will NOT be tolerated

👉 The club reserves the right to:

- Pause communication
  - Escalate directly to disciplinary action
- 

## **Unacceptable Complaints Handling**

The following will NOT be accepted:

- Repeated messaging or harassment
- Public complaints on social media instead of following procedure
- Confronting staff during sessions
- Involving other parents/gymnasts

👉 These may result in **immediate termination of membership**

---

## **!** **Immediate Escalation**

The club reserves the right to bypass stages in cases of:

- Safeguarding concerns
- Serious misconduct
- Threatening or abusive behaviour