**Park Wrekin Complaints Policy**

**COMPLAINTS / CONCERNS**

Park Wrekin is committed to providing a high-quality experience for all of our members and continually strive to improve. 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.

Park Wrekin is affiliated to British Gymnastics and is bound by the BG Procedures for competitors, disciplinary issues and Membership suspensions and expulsions.

Park Wrekin places the welfare and safety of its members as the highest priority.

Any concerns or complaints should be directed to Annie Jefferies or Kay Woolrich who will deal with the concern/complaint and escalate where necessary.

General complaints: annijefferies@parkwrekin-gymclub.com

Welfare concerns: [welfareofficerkay@parkwrekin-gymclub.com](mailto:welfareofficerkay@parkwrekin-gymclub.com)

Complaints received via telephone may be treated as a formal complaint at the discretion of the relevant staff member.

The British Gymnastics procedures for dealing with complaints will be followed and if an issue cannot be addressed at club level, the British Gymnastics procedures will be implemented.

All complaints will be acknowledged via email within 3 working days of receipt.

Due regard will 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 will be considered fully when determining an appropriate course of action

Once the concern/complaint has been investigated a written update will be provided. This will include any actions taken and any follow up actions required.

If the resolution is not satisfactory or if further guidance is required, the complaint will be escalated to the Head Coach or a member of the management team.

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.

Any personal data provided in connection with a complaint will be processed in accordance with data protection laws.

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.