

Complaints Policy

Date of adoption by British Gymnastics Foundation Board	10 th December 2014
Last review date	11 th September 2018

Summary of changes introduced at last review

Complaints Policy “How to Contact Us” has been changed from: “Our aim is to seek to resolve any problems informally as quickly as possible. Please phone 0845 1297129 ext 2315 to speak to our Customer Services Advisor. Our phone lines are open Monday to Wednesday 9am to 4.30pm Outside of these hours you can always leave us a message and a contact number and someone will return your call within 10 working days. You can email us at info@britishgymnasticsfoundation.org ...” to “Our aim is to seek to resolve any problems informally as quickly as possible. Please phone 0845 1297129 to speak to our Customer Support. Our phone lines are open Monday to Friday 9am to 4.30pm Outside of these hours you can always leave us a message and a contact number and someone will return your call within 10 working days. You can email us at theteam@britishgymnasticsfoundation.org”

Complaints Policy “Who else can help” has been changed from: “We really hope that our Customer Services Team.....”

BGF Manager has been replaced with Head of BGF

Point 7: Review Date altered to September 2021. (Amended from 2019 – 2021 on March 11th 2019)

1 **PURPOSE**

- 1.1 To ensure that complaints are dealt with as quickly as possible and to ensure measures are put in place to prevent the situation which led to the complaint from happening again.

2 **WHO THE COMPLAINTS POLICY APPLIES TO**

- 2.1 The Complaints Policy is binding on Trustees, Staff and Volunteers.

3 **WHY WE HAVE A COMPLAINTS POLICY**

- 3.1 To ensure that people know how to complain to British Gymnastics Foundation;
- 3.2 To ensure that British Gymnastics Foundation deals with complaints seriously, expediently and with courtesy and respect;
- 3.3 To ensure that complaints are treated as an opportunity to develop;
- 3.4 To ensure that people know what to expect when they complain to British Gymnastics Foundation, including timescales for a response;
- 3.5 To ensure that complainants know how to appeal against a decision regarding a complaint, and how to escalate a complaint to the Charity Commission or the Fundraising Regulator.

4 **DEFINITIONS**

- 4.1 None

POLICY DETAILS

5 **COMPLAINTS POLICY AND PROCEDURES**

- 5.1 The Complaints Policy and Procedure is attached below.

6 **APPEALS PROCEDURE**

- 6.1 The Appeals Procedure is attached as Appendix A to the Complaints Policy and Procedures.
- 7 The Policy is included on the British Gymnastics Foundation website.

8 **INTERDEPENDENCIES**

- 8.1 Appeals Panel Terms of Reference

9 **REVIEW**

- 9.1 British Gymnastics Foundation's Complaints Policy will be reviewed in September 2021.
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BRITISH GYMNASTICS FOUNDATION

COMPLAINTS POLICY AND PROCEDURES

Scope of Complaints Policy and Procedures

The Complaints Policy and Procedures applies to complaints about British Gymnastics Foundation (BGF) activities or services and the way in which British Gymnastics Foundation has made its decisions (“acts of BGF”). Complaints concerning the criteria of the Hardship Grants scheme will not be accepted.

Where a complaint is concerned primarily with misconduct involving serious breaches of the British Gymnastics Standards of Conduct by a member of British Gymnastics, please refer to the British Gymnastics ‘Complaints & Disciplinary procedures’

Complaints procedure

The British Gymnastics Foundation works hard to add value to gymnastics activity in the UK. We always hope our provisions will surpass your expectations. However, we know that there may be times when we do not meet our expected standards. When this does happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

We take complaints very seriously and we treat them as an opportunity to develop. This is why we are always very grateful to hear from people who are willing to take the time to help us improve.

How to contact us to tell us your thoughts

There are a number of ways that you can get in touch with us:

- Our aim is to seek to resolve any problems informally as quickly as possible. Please phone 0845 1297129 to speak to our Customer Support. Our phone lines are open Monday to Friday 9am to 4.30pm Outside of these hours you can always leave us a message and a contact number and someone will return your call within 10 working days
- You can email us at theteam@britishgymnasticsfoundation.org
- Or you can write to us at: British Gymnastics Foundation, Lilleshall National Sports Centre, Nr. Newport, Shropshire TF10 9AT

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

How long will it take?

We endeavour to respond fully and conclusively to all complaints within 14 working days. However, you will receive an acknowledgement of your complaint within the first 10 working days. Wherever possible we will deal with it more quickly, if we think it will take longer we will let you know.

From experience we have found that the best way to resolve a problem quickly is by telephone. This way we can make sure that we fully understand the issue and can gather all of the information that we need to resolve the problem in a fast and effective way. In more complex situations where an

immediate response is not possible, we will investigate the matter and get back to you as quickly as we can. We will record your complaint and between us we can agree on the best way and time to get back in contact with you.

What will we do?

We will do our best to fix problems, correct mistakes and address your concerns. Please feel free when contacting us about a complaint, to let us know how you think it could be resolved. We want to reach the best possible outcome and two heads are better than one.

We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you with a prompt response and tell you who to go to if you want to escalate your complaint further.

From time to time we receive complaints that do not relate directly to something that the British Gymnastics Foundation has done. Your issue may not relate to BGF work or we may not be in a position to comment on the issue. In these instances we are not able to engage in lengthy debates.

All complaints will be acknowledged but there may be rare occasions when we choose not to act on a complaint. These include:

- When a complaint is about something that the British Gymnastics Foundation has no direct connection to. We may choose to reply to clear our name but we are not obliged to.
- When someone unreasonably pursues a complaint that we have already responded to.
- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can choose whether it is necessary for us to reply or not.
- The British Gymnastics Foundation cannot respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.

All complaints will be recorded and reported to the Trustees of British Gymnastics Foundation.

Who else can help?

We really hope that our staff are able to resolve your complaint in an honest, open and satisfactory way. However if after contacting our Team you are still unhappy then you can write, either by letter or email, directly to Patrick Bonner, Head of British Gymnastics Foundation. (patrick.bonner@britishgymnasticsfoundation.org)

In the case of a complaint involving the Head of BGF, the complaint will be dealt with by The Chair of BGF.

You have the right to appeal any decision we make regarding your complaint (please refer to the BGF Appeals Procedure attached at Appendix A). In the case of an appeal involving the Head of BGF, the Respondent should address their appeal to The Chair of BGF. Please outline the details of the

complaint, why you have not been satisfied with our response up to now and what you would like us to do to put things right.

British Gymnastics Foundation, Lilleshall National Sports Centre, Nr. Newport, Shropshire TF10 9AT
info@britishgymnasticsfoundation.org

If you do not feel completely satisfied by our response then you can contact The Charity Commission at The Charity Commission, PO Box 1227, Liverpool L69 3UG. Telephone 0845 3000 218.

www.charity-commission.gov.uk

Fundraising Complaints

If your complaint is regarding our fundraising practices and you are not completely satisfied by our response, then you can contact the Fundraising Regulator.

We are a member of the Fundraising Regulator (FR). The FR is the body for self-regulation of fundraising in the UK. The FR scheme is open to all fundraising organisations. As a member of the FR, British Gymnastics Foundation agrees to adhere to the highest standards of good practice with our fundraising and a Fundraising Promise. You can read the Fundraising Promise on the [FR website](#). You are entitled to take your complaint directly to the FR. Their contact details are: Fundraising Regulator, 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH. Telephone: 0300 999 3407. Email: enquiries@fundraisingregulator.org.uk.

Our pledge

We treat all comments and complaints as an opportunity to improve. We are happy to acknowledge the mistakes that we have made, sincerely apologise for them and then try to prevent them from happening again in the future. Thank you for helping us to provide a better service.

Review date for Complaints Policy and Procedures

September 2021

BRITISH GYMNASTICS FOUNDATION (BGF)
COMPLAINTS POLICY
APPENDIX A APPEALS PROCEDURE

BGF has made a decision regarding your complaint and has communicated this decision to you

14 days

Notice of Appeal
The Respondent writes to the Head of BGF within 14 days of the date of notification of the outcome of the complaint.

Notice must set out:

- 1) Grounds of appeal
- 2) Brief summary of why grounds should apply including evidence which supports your appeal.

NB: The Head of BGF reserves the right to reject appeals which dispute BGF criteria or procedure.

1 calendar month

REJECTION OF APPEAL

APPROVAL OF APPEAL

As soon as possible

Our decision making process regarding your Appeal will take into account all evidence supplied, and will make reference to all the policies and procedures that we are bound by.

The Appeals Panel will meet to determine the outcome of the Appeal. Notice of the decision will be given within 24 hours.
NB: The appeal decision is final.