

Welsh Gymnastics Complaints & Concerns Procedure

Approval

Approved by	Department	Date
Full Board	Business Support	October 2024

Document History

Version	Summary of changes	Document status	Date
1	New procedures replacing the 2018 flowchart	Live	October 24

Introduction

This procedure ensures that all complaints and concerns raised with Welsh Gymnastics (WG) are handled fairly, consistently, and in a timely manner.

Aims of this Procedure

- To provide a clear process for allocating and handling complaints and concerns.
- To ensure everyone knows how to make a complaint or raise a concern, and how it will be addressed.
- To respond to all complaints and concerns promptly.
- To prioritise safeguarding issues and refer them to the Safeguarding Team without delay.

Commitment to Continuous Improvement

- Complaints are periodically reviewed to identify trends.
- Where patterns are identified, Welsh Gymnastics will consider remedial actions, including potential policy changes or staff training, to enhance organizational effectiveness and manage risks.

Raising an Informal Complaint or Concern

- Informal complaints or concerns that are resolved on the same day, such as at an event or competition, will not be formally recorded.
- If you are dissatisfied with the resolution, please follow the formal complaints and concerns procedure outlined below.

Step 1: Raising a Formal Complaint or Concern

1. Safeguarding Concerns

- **Email:** safeguarding@welshgymnastics.org or use the 'Report a Concern' button on our website.
- **Phone:** Customer service line: 0300 3003127; Safeguarding line: 029 2033 4978.
- **Mail:** Safeguarding Team, Welsh Gymnastics, Sport Wales National Centre, Sophia Gardens, Cardiff CF11 9SW.

2. General Complaints and Concerns

- **Email:** complaints@welshgymnastics.org or use the contact us button on our website.
- **Phone:** Customer service line: 0300 3003127.
- **Mail:** Complaints & Concerns, Welsh Gymnastics, Sport Wales National Centre, Sophia Gardens, Cardiff CF11 9SW.

3. Providing Information

- Clearly state what you are complaining about or concerned with.
- Include relevant details such as dates, locations, and any witness information.
- If applicable, specify the desired outcome.

4. Complaints Specific to Clubs or Gymnastics Operators

- Clubs and other gymnastics environments are independent entities with their own policies. Complaints should be directed to the relevant club or operator first.
- If a satisfactory resolution is not reached or concerns remain, you may escalate the issue to Welsh Gymnastics, who will determine if it falls within their jurisdiction.

5. Urgent Safeguarding Concerns

- If you believe a child's safety is at immediate risk, contact social services or dial 999. Welsh Gymnastics is unable to provide an emergency response to any urgent safeguarding matter

Step 2: Receiving and Acknowledging Complaints or Concerns

- **Safeguarding Concerns:** Acknowledged within 2 working days.
- **General Complaints and Concerns:** Logged and acknowledged within 5 working days.
- Additional information may be requested within 10 working days of receipt.

Step 3: Handling Your Complaint or Concern

- **Resolution Timeline:** Welsh Gymnastics aims to resolve most complaints within 20 working days. If this is not feasible, you will receive regular updates on the progress.
- **Safeguarding Matters:**
 - Immediate referral to the Safeguarding Team if a potential safeguarding issue is identified.
 - Acknowledgment from the Safeguarding Team within 2 working days.
 - Initial review of the complaint within 3 working days.
 - Safeguarding concerns may include issues like child welfare, conduct of a coach or official, bullying, or discrimination.
- **Non-Safeguarding Matters:**
 - Complaints that cannot be resolved immediately will be referred to the appropriate department for further investigation.
 - Example areas include Performance, Development, and Business Support, each handling specific types of complaints.

Step 4: Investigating Your Complaint or Concern

- The appointed Case Officer will:
 - Review all provided information and request additional details as needed.
 - Collect statements from witnesses, if applicable.
 - Consult with their line manager or the Welsh Gymnastics Case Management Panel for complex cases.
 - Refer serious cases to the Safeguarding Panel or relevant Subcommittee of the Board, which holds the authority to make decisions such as sanctions or suspend or expel members.

Step 5: Appealing a Decision

- An appeal to an outcome must be made within 21 days of receiving the outcome.
- An appeals panel will be formed in line with the appeals Panel term of reference
- The outcome of the Appeals Panel is final