



COMPLAINTS POLICY & PROCEDURE

Purpose of Complaints Policy

Corsham Gymnastics Academy (Chippenham Gymnastics Ltd) work hard to value all our gymnasts and families attending, and as such we hope that our service is above expectations. However, there may be times we do not meet our expected standards, and when this does happen, we want to know as quickly as possible.

We take all complaints seriously and see them as an opportunity to develop and will always welcome and be grateful for customers who take the time to let us know if something is not quite right so we can improve.

Complaints procedure is to ensure that complaints are dealt with as quickly as possible, and measures are put in place to prevent the situation from happening again.

Complaints are dealt with respect and in a timely manner.

We can be contacted in several ways either by:

1. Telephone: 01225 571151 and speak to a member of our admin team or manager
Office opening times: Monday to Friday 9am until 5pm
2. Email: corshamgymnasticsacademy@gmail.com
Please include your name, date of incident and any details that will assist us in investigating the complaint.
3. A Manager, member of the reception or lead coach on the day
4. Club Welfare Officer – Email: corshamgymnasticsacademy@gmail.com or admin@chippenhamgymnastics.co.uk (confidential email) for the attention of Mrs Clare Townsend

Complaints Procedure

Please discuss a complaint with a member of management as soon as possible and preferably at the time, this allows us to gather the relevant information at the time so we can resolve the situation as quickly and effectively as possible.

We will acknowledge a complaint whether it comes to us by letter or email within 2 working days (excluding weekends and bank holidays).

Where complaints are more complex and require some investigation, we will respond within 7 working days.

Complaints will be responded to in writing or verbally whichever is the most appropriate.

A formal complaint must be made within 7 days of occurrence, if not received within 7 days it will be deemed as a non-formal complaint.

Managers are as follows: Steven West Director/Owner
Hannah West Director/Owner
Sue West Owner

