



Gymnastics In Ipswich Policies



Complaints Policy and Procedure

Gymnastics in Ipswich (GII) takes complaints seriously and this Policy outlines what constitutes a complaint and how we will look to address them.

GII strives to provide high quality services and in order to maintain these services, we have a formal complaints process in which we use the data to continually review and improve the service.

The purpose of this procedure is to inform customers of:

- How you can complain to GII about the service
- How GII will deal with your complaint
- What to do if you are dissatisfied with the response you receive

What is a complaint?

A complaint is an expression of dissatisfaction, whether justified or not

Our policy covers complaints about:

- Failure by GII to provide the standard of service you should expect from us
- Failure by the behaviour of our staff in delivering that service
- Any action, or lack of action, by our staff or others engaged on gymnastics business
- Failure to follow an agreed procedure

Our complaints policy does not cover:

- Comments about our policies or policy decisions
- Matters that have already been fully investigated through this complaint's procedure
- Anonymous complaints

How to complain to us

If you wish to make a complaint, you can do so by email or letter.

If you are disabled, and need a reasonable adjustment to ensure you can register your complaint, you can contact us alternatively by:

- Telephone (one of our officers will help you by writing out your complaint)
- Asking a member of staff to help you in writing out your complaint

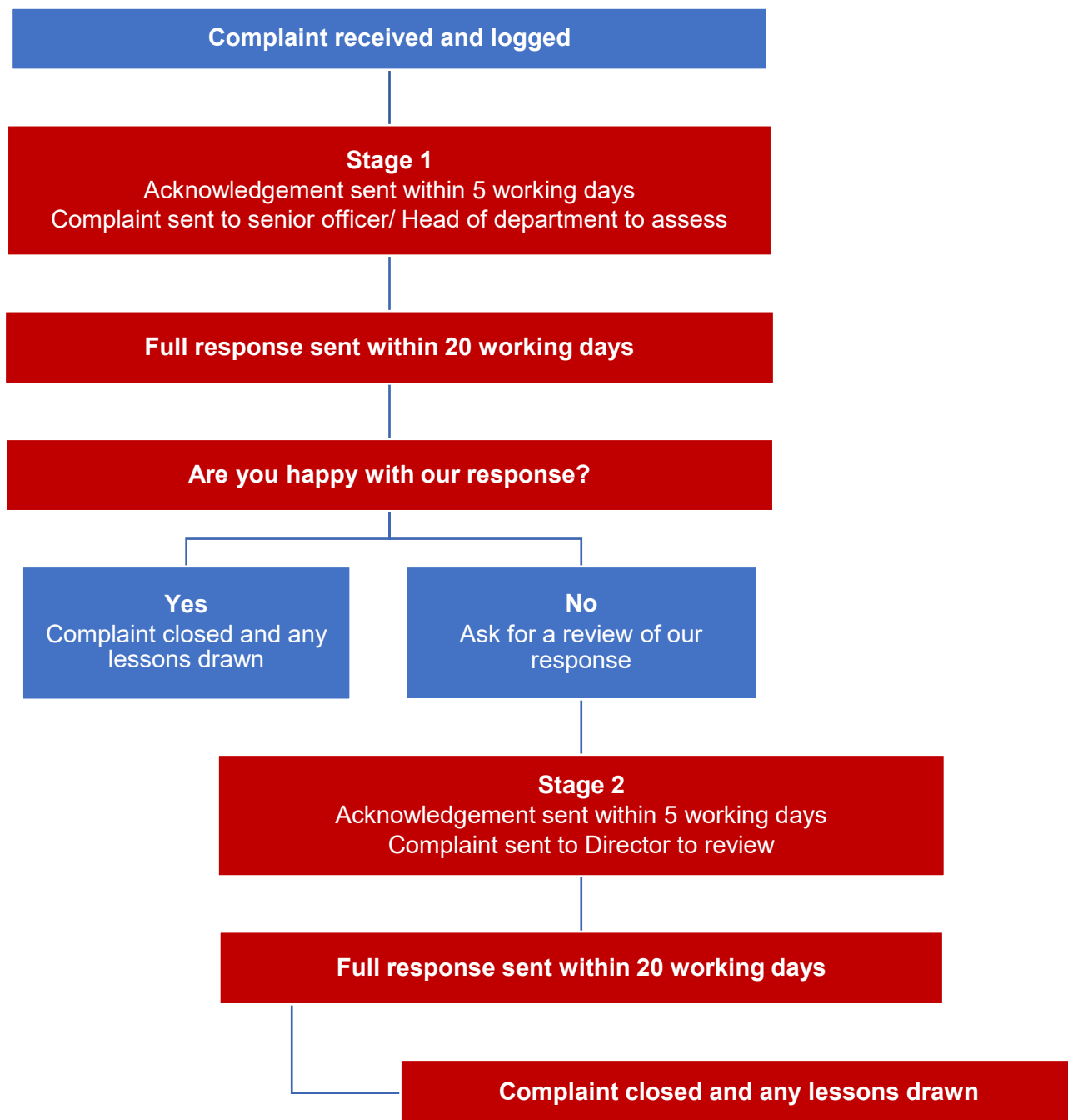
Our standards for handling complaints

- You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness.
- We will treat your complaint in confidence within the Company.
- We will deal with your service complaint promptly. We will acknowledge receipt of your complaint within five working days, and you can expect to have a full reply within 20 working days. In a few cases we will not be able to send a full reply within 20 working days of receipt, for example if your complaint is very complex. If this happens, we will tell you the reason why and let you know when we will be able to reply in full, keeping you fully informed of progress.
- You can find further information in our annual report on the number and categories of service complaints, and the percentage of those upheld.

Confidentiality

All complaints received will be dealt with confidentially and in accordance with the current General Data Protection Regulations (GDPR) in force at the time, subject to the need to disclose information as required by statutory authorities, and/ or as a result of statutory or legal obligations placed on the GII.

How we will respond to your complaint



Service complaints procedure

We have the two-stage service complaints handling procedure, explained above. At each stage it will help us to resolve your complaint quickly if you can give us the following information to ensure a quick and efficient response:

Your contact details

Name

Address

Email address

Contact Number

- The issue you wish to complain about
- How you would like the matter resolved

If we do not have all the details required to deal with the complaint, we may need to contact you and ask for further information.

Stage 1

This is the first opportunity for us to resolve your dissatisfaction, and we expect most complaints to be resolved at this stage. On receipt of your complaint, it will be directed to the appropriate Head of Department, Finance & Administration Manager or Facilities Manager and ask them to respond to you.

Stage 2

If you are dissatisfied with the response at stage 1, you may request a review. This will be carried out by a Director. Your request together with all subsequent correspondence relating to it should be sent to the Chairman of GII, who will arrange to review the decision.

Recording complaints

Complaint details, outcomes and actions taken are recorded by us and used for service improvement. We record all complaints we receive and collate data from them to help us better understand what types of problems are most prevalent, and how well we are doing to resolve them.

We value your feedback and expect to use it to help us to:

- get things right in the future if we have not already done so
- become more customer focused
- be more open and accountable
- act fairly and proportionately
- seek continuous improvement

We will handle your information so that it is only processed and retained appropriately and legally, in line with current GDPR legislation.

Contacting us

All complaints and requests for review under our complaint's procedure should be sent as follows:

By post: **Gymnastics in Ipswich**

7 Braziers Wood Road

Ipswich

IP3 0SP

By email: admin@pipersvale.co.uk

Telephone: **+44 (0)1473 433676**

	Date of Review	Action
Date Established	June 2018	Established
Date of Revision	November 2019	Reviewed
Date of Revision	April 2021	Reviewed
Date of Revision	July 2022	Reviewed
Date of Revision	November 2023	Reviewed
Date of Revision	November 2025	Reviewed