**Complaints Policy**

**1. Policy Statement**

Jump Start Therapy CIC is committed to providing high-quality gymnastics sessions and ensuring that participants, parents, carers, staff, and volunteers have a positive experience.

We welcome feedback and take complaints seriously. The purpose of this policy is to ensure that any concerns are addressed fairly, promptly, and professionally.

**2. Scope**

**This policy covers:**

* Complaints from parents, carers, participants, staff, volunteers, or other stakeholders.
* All aspects of Jump Start Therapy CIC gymnastics sessions, including safety, staff conduct, and session quality.
* Complaints regarding safeguarding, which will be handled in line with our Safeguarding Policy.

**3. Principles**

* Complaints will be treated seriously and addressed promptly.
* All parties will be treated with respect and fairness.
* Confidentiality will be maintained as far as possible, while enabling proper investigation.
* Complaints will be handled without fear of reprisal or discrimination.

**4. How to Make a Complaint**

* Complaints should ideally be submitted in writing (email) to:
Catherine Farmer, Director
Email: Catherinefarmer@gmail.com
* Complaints may also be made verbally, and staff will record the concern.

**5. Complaints Procedure**

Stage 1 – Informal Resolution

* Raise the concern directly with the coach or session leader at the earliest opportunity.
* Many issues can be resolved quickly through discussion.
* Staff will respond promptly and aim to resolve the concern within 5 working days.

Stage 2 – Formal Complaint

* If informal resolution is unsuccessful, submit a formal complaint in writing to Catherine Farmer, Director.
* The complaint will be acknowledged within 5 working days.
* An investigation will be carried out, including speaking with relevant staff, volunteers, or witnesses.
* A written response detailing the findings and any actions to be taken will be issued within 20 working days.

Stage 3 – Escalation

* If the complainant is dissatisfied with the outcome, they may request a review by the Board of Directors, or take it to the Governing Body Gymnastics Britania.
* The Board will review the complaint and response, and issue a final decision within 20 working days.

**6. Recording Complaints**

* All complaints and investigations will be recorded and stored securely.
* Records will include: the complaint, investigation notes, correspondence, and outcomes.
* Information will be stored in line with the Data Protection Policy.

**7. Safeguarding Considerations**

* If a complaint involves a safeguarding concern, it will be handled in line with the Safeguarding Policy.
* The safety and welfare of children and vulnerable adults is always the highest priority.

**8. Monitoring and Review**

* Complaints will be reviewed periodically to identify trends and improve practice.
* This policy will be reviewed annually, or sooner if required.

**Date created:** 01/09/25
**Review date:** 01/09/26
**Policy lead:** Amie Hood, Director

**Signed:** \_

**Name:** Amie Hood
**Role:** Director, Jump Start Therapy CIC
**Date:** 01/09/25