



City of Lisburn

**Salto**

## **SALTO GYMNASTICS COMPLAINTS POLICY AND PROCEDURES**

### ***Scope of Complaints Policy and Procedures***

The Complaints Policy and Procedures applies to complaints about Salto Gymnastics Centre activities or services and the way in which Salto Gymnastics Centre has made its decisions (“acts of Salto”).

Where a complaint is concerned primarily with alleged misconduct involving serious breaches of British Gymnastics Standards of Conduct, please refer to the British Gymnastics ‘Complaints & Disciplinary procedures (<https://www.british-gymnastics.org/complaints-and-appeals/738-complaints>)

### ***Complaints procedure***

Salto Gymnastics Centre works hard to add value to gymnastics activity in Northern Ireland. We always hope our provisions will meet your expectations. However, we know that there may be times when you feel this may not be the case. In that case we want to hear about it, investigate the matter, then take appropriate action where necessary. We will engage with you during this process. . We aim to take complaints seriously and treat them as an opportunity to improve our service.

### ***How to contact us to tell us your thoughts***

There are several ways that you can get in touch with us. Our aim is to seek an informal resolution as quickly as possible:

- Please phone 028 9260 7888 to speak to a member of our management team or club Welfare Officer. Our phone lines are open Monday to Friday 9am to 4.30pm. Outside of these hours you can send an email to [info@saltogymnasticsni.com](mailto:info@saltogymnasticsni.com) with your telephone number
- You can email your complaint: [info@saltogymnasticsni.com](mailto:info@saltogymnasticsni.com)
- You can write to us at Salto Gymnastics Centre, 4 Warren Park, Lisburn, BT28 1LW. Please include your name, address and contact details in your email or letter so that we can get back in touch with you

You will receive an acknowledgement of your complaint within 3 working days. We will record your complaint and agree on the best way and time to get back in contact with you. We endeavour to respond fully to all complaints within 14 working days. If we think it will take longer, we will let you know.

A telephone conversation or meeting is likely to be the most efficient method to provide an earlier conclusion.

We will do our best to address your concerns and resolve any issues raised. We will always treat you with courtesy and respect, listen to what you say and expect that as a complainant you will reciprocate. We will keep you informed about our progress and provide you with a prompt response. We hope to resolve all

complaints through this process but if you are not content with our response, we will provide information on who you can speak to.

All complaints will be acknowledged and considered as described above but there may be occasions when we choose not to act on a complaint.

These include:

- When a complaint relates to an external issue that Salto Gymnastics Centre 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 abusive, prejudiced or offensive in their manner. When a complaint is incoherent or illegible.
- Salto Gymnastics Centre will not respond to complaints made anonymously. However, depending on the nature of the complaint we will use the information provided

All complaints will be recorded and reported to the Board of Directors.

We recommend raising the complaint in the following order:

- Discuss with the staff member responsible.
- Speak to the relevant line manager- Head of Men's, Women's, Recreation or Admin (collectively "the Management Team").

In the case of a complaint involving a member of the Management Team, the complaint will be dealt with by the CEO. In the case of a complaint involving the CEO, the complaint will be dealt with by the Board of Directors

### ***Appeals process***

You have the right to appeal against any decision we make regarding your complaint. In the case of an appeal involving the Management Team, the Respondent should address their appeal to the CEO.

If the appeal involves the CEO decision the appeal should be addressed to the Board of Directors.

If you do not feel completely satisfied by our response then you may contact The Northern Ireland Charity Commission at Marlborough House, Craigavon BT64 1XX.

### ***Our pledge***

We treat all comments and complaints as an opportunity to improve. If we make any mistakes, we are happy to acknowledge them and will try to prevent them from happening again in the future. Thank you for helping us to provide a better service.