



## **HBS Revolutions**

Trampoline, DMT & Gymnastics Club

### **Complaints Procedure**

HBS Revolutions is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/guardians. We aim to provide a high quality service, but we accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can endeavour to put them right.

If a parent/guardian has a complaint about some aspect of the clubs activity, or about the conduct of an individual member of staff, please follow the below procedure:

#### **Stage 1**

- Please direct any complaints to the senior coaching team at [squad@hitchinboys.co.uk](mailto:squad@hitchinboys.co.uk)
- Where possible we will endeavour to come to a resolution by making an appointment for an informal face to face discussion

If a satisfactory resolution cannot be found then stage two of the procedure will come into operation.

#### **Stage 2**

- Parents/guardians should put their complaint in writing via email, to the club manager [jnewman@hitchinboys.co.uk](mailto:jnewman@hitchinboys.co.uk)
- Relevant names, date, evidence and any other important information on the nature of the complaint should also be included.
- The club manager will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 15 working days. If there is any delay then the club manager will advise the parent/guardian of the reason. The club manager will keep you up to date with what is happening and will give a full reply.

If satisfactory resolution cannot be found then stage three of the procedure will come into operation.

### **Stage 3**

- The club manager will refer the complaint and response to the club business manager.
- The club business manager will acknowledge receipt of the complaints as soon as possible and fully investigate the matter within 15 working days. If there is any delay the club management will advise the parent/carer of the reason.
- The response will be copied to staff members concerned with recommendations for any actions to be taken and any amendments to club policies or procedures emerging from the investigation.
- The school business manager will send a reply within four weeks outlining how the complaint was investigated detailing the outcome.

If satisfactory resolution cannot be found then you can raise the complaint to British Gymnastics.

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