**Rising Phoenix Gymnastics Compliments and Complaints Procedure**

Introduction Rising Phoenix Gymnastics (RPG) welcomes the views from all our members and staff and all those who use our services. We encourage suggestions, compliments and complaints. We aim to respond to all complaints in a timely and courteous manner and in relation to providing the highest standards of coaching, learning and customer service. All compliments and complaints are centrally recorded and monitored for review to provide positive feedback to our staff and ensure our high standards of practice are maintained.

RPG is committed to taking all complaints seriously by:

* Encouraging a culture of openness
* Making the process as straightforward as possible
* Carrying out a fair and thorough investigation
* Keeping the complainant informed throughout
* Using the information to improve our services and provide staff training if required

**Compliments**

All compliments, where possible, will be acknowledged and the customer thanked for their feedback. Compliments should be shared with the member(s) of staff and their Line Managers. Sometimes, the College will use compliments during publications and the customer will be advised how their compliment and feedback will be used.

**Complaints**

RPG takes all complaints seriously and there is a staged approach through which we aim to resolve any concerns as quickly as possible. Please see the end of this procedure for flowchart diagram of complaints procedure.

* Stage 1 - Informal
  + Please do not let an issue of concern or an area of dissatisfaction become a complaint, we hope that you will try to resolve your issue by:
    - Talking to the lead coach: If you feel the person is approachable, please feel free to approach her/him directly and explain your concern at an appropriate time.
* Stage 2 - Formal
  + RPG appreciates that there may be occasions where the above process is inappropriate and that a more formal approach is necessary. Please note that formal complaints should be made in writing via a personal letter or email to either of the following people:
    - Head coach Amy Beck: [amy-beck@hotmail.co.uk](mailto:amy-beck@hotmail.co.uk)
    - Welfare Officers: [risingphoenixwelfare@outlook.com](mailto:risingphoenixwelfare@outlook.com)
  + A face-to-face meeting may be required to discuss your concerns.
    - Meeting will include at least two members of staff with notes taken throughout.
    - These notes will be sent to you after the meeting to agree to.
    - You are welcome to invite one family/friend member with you for support if required.

RPG is committed to equal opportunities and our aim is to make our procedures easy to use and accessible. We will make reasonable adjustments to enable access to this procedure. If you write to us, please outline your concerns as clearly and in as much detail as you can. Please include your name and address, dates, locations and witnesses (if appropriate). You should outline any previous unsuccessful attempts at resolution and what reasonable steps should be taken to resolve the complaint.

* Stage 3 – Appeals Procedure
  + If you are dissatisfied with the response to your formal complaint (Stage 2), you have the right to escalate your complaint to the appeals procedure. You should outline in writing, the reasons for your dissatisfaction and send to any of the following people who will designate a senior member of staff to investigate:
    - Head coach Amy Beck: [amy-beck@hotmail.co.uk](mailto:amy-beck@hotmail.co.uk)
    - Welfare Officers: [risingphoenixwelfare@outlook.com](mailto:risingphoenixwelfare@outlook.com)
  + You will receive acknowledgement within 5 working days and we will tell you how we plan to investigate and when you might expect a detailed response. If there is a delay, due to the complex nature of a complaint, the complainant will be advised and kept informed of progress.
  + The senior member of staff will review the nature of the complaint, analyse the investigating officer’s findings and report the outcome of the appeal.
  + On completion of the appeal and review, the senior member of staff will choose one of the following three options based on the evidence:
    1. Uphold the original decision
    2. Change the outcome based on the evidence presented
    3. Continue and extend the investigation.

At the end of the investigation, the senior member of staff will make a final decision. The complainant will be informed in writing of the outcome via email. The decision of the senior member of staff is final. If you believe this decision is unreasonable or the RPG has not followed its procedures, you may refer the matter to British Gymnastics.

