



## Viva Gymnastics Club

Companies House: CE020282

Registered Charity: 1187339

*Hilsea*

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*Portsmouth*

John Pounds Centre

23 Queen Street

PO1 3HN

[admin@viva-gymnastics.club](mailto:admin@viva-gymnastics.club)

[www.viva-gymnastics.club](http://www.viva-gymnastics.club)

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## Complaints Procedure VERSION CONTROL

Status	Version	Owner	Date	Changes
Live	v1.2	Viva Gymnastics Club	29 Mar 2026	Document reviewed
Live	v1.1	Viva Gymnastics Club	12 Feb 2025	Document reviewed
Approved	v1.0	Viva Gymnastics Club	15 Mar 2023	

# COMPLAINTS PROCEDURE

Viva Gymnastics Club is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

Usually it should be possible to resolve any problems as soon as they occur. If not then the parent/carer should follow the formal complaints procedure set out below. Under normal circumstances, the Club Coach in charge of the session will be responsible for managing complaints and will respond to you in the first instance.

To maintain a positive and constructive environment, we have established a clear and structured complaint procedure for addressing any concerns regarding our activities or staff conduct:

## Initial Resolution

If a parent or carer has a complaint about some aspect of the club's activity or the conduct of an individual member of staff, it is often possible to resolve the issue through direct communication:

- Speak to the individual concerned.
- Discuss the issue with the Club Coach in charge of the session.

We value open and regular dialogue with parents and carers and welcome all feedback, whether positive or negative.

## Contacting the Club - Stage One

In the first instance, you should send us a message via our secure website or email us at [admin@viva-gymnastics.club](mailto:admin@viva-gymnastics.club)

Upon receiving your message/email, we will:

- Confirm receipt of your message/email within 72 working hours.
- Advise you of the next steps we will take to try and resolve your concern.

We ask that you do not speak to the Coaches directly at the door unless there is an immediate risk of danger or harm. During pick-up and drop-off times, the Coaches' priority is the safety of the gymnasts. They may not have the time needed to fully discuss your concerns and we want to ensure that we fully understand any issues. Writing is always the best format to avoid misunderstandings.

## Contacting the Club - Stage Two

If informal discussions of a complaint or a problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in writing to the Head Coach at [admin@viva-gymnastics.club](mailto:admin@viva-gymnastics.club)

Relevant names, dates, evidence and any other important information on the nature of the complaint should be included as well as a name or if not known a description of any coaches/helpers volunteers if the complaint refers to their conduct/behaviour in the gym. A complaint reference number will be given to help keep track of the progress and resolution of the complaint.

The Head Coach will acknowledge receipt of the complaint as soon as possible within the 72 working hour timeframe and will fully investigate the matter within 15 working days. If there is any delay, the Head Coach will advise the parent/carers of the reasons. The Head Coach will keep you up-to-date with what is happening and will give a full reply.

If you are not satisfied with the outcome you can ask the Head Coach to refer the matter to the Club Management Committee (CMC).

## CMC Members (2025)

- Charlotte Vella
- Lucy Fryer
- Eva Mathews
- Hayley Williams
- Welfare Officer
- Trustee (if available but is not required)
- Trusted, DBS-checked adult associated with the Club

## Contacting the Club - Stage Three

### CMC Complaint Handling Process

The Head Coach will refer the complaint and response to the CMC (Club Management Committee). The CMC will investigate the complaint together with the response at a specially convened meeting. If the complaint is regarding a member of the CMC, that member will not be part of the complaint investigation.

### Receipt and Investigation

The CMC will acknowledge receipt of the complaint as soon as possible (within 72 working hours) and fully investigate the matter within 15 working days. If there is any delay, the CMC will advise the parent/carers of the reasons. The CMC will keep you up-to-date with what is happening and will give a full reply.

### Response and Recommendations

The response will be copied to the staff members concerned with recommendations for any actions to be taken and any amendments to club policies or procedures emerging from the investigation.

## Final Reply

The lead complaints officer of the CMC will send a reply within four weeks outlining how the complaint was investigated and detailing the outcome.

## Escalation

If you are not satisfied with the outcome, you can escalate the complaint to British Gymnastics. This can only be done if you have followed our complaints procedure in full.

## CONTACT

Head Coach: **Charlotte Vella**

Email: [admin@viva-gymnastics.club](mailto:admin@viva-gymnastics.club)

(Please head the email with your complaint reference and to the ATTENTION OF Charlotte Vella)

Welfare Officer: **Mr Steve Reid**

Email: [welfare@viva-gymnastics.club](mailto:welfare@viva-gymnastics.club)

Phone: **07907 578101**

British Gymnastics Ethics & Welfare Department

Phone: **0845 129 7129 ext: 2346**