

THE ACADEMY OF GYMNASTICS

Unit 7 Harbour Road Trading Estate,
Portishead, Bristol BS20 7BL
Tel: 01275 840077

FAIR COMMENT

COMPLAINTS, COMMENTS AND COMPLIMENTS

Implemented November 2006
Next Review November 2007

The Academy of Gymnastics is committed to provide the best possible service we can. To achieve this we need feedback & evaluation. Therefore we want to hear your comments about the things we do well & any ideas for improvement. Please tell us either verbally or in writing using the Comments & Compliments Books held at reception. Equally if you have a concern, criticism or complaint we need to know & you should follow the procedure detailed below in order that we can address the issue.

1. Select the appropriate person to talk to from the "Who to Contact" sheet displayed on the Club's notice board & arrange a mutually convenient time to discuss the matter.
2. If through discussion the issue cannot be addressed immediately agree a verbal action plan by which the problem can be resolved. This may first involve clarification and/or observation of the situation causing concern.
3. The designated Coach or Committee Member will be responsible for ensuring that the action plan is followed & that you are given feedback.
4. If you are not fully satisfied with the outcome please set your complaint out in writing & either hand it to the Club Secretary, or post it marked for the attention of Janet Hartnoll at Unit 7 Harbour Road Trading Estate Portishead Bristol BS20 7BL
5. A meeting of the Officer's of The Academy of Gymnastics will be arranged to discuss the matter within 14 days of receipt of the written complaint & you will receive a response in writing within a further 14 days.
6. If you are not fully satisfied with the response you can submit an appeal in writing stating your reasons so that the matter can be considered by the full Committee of Academy of Gymnastics at their next meeting.
7. A final response will be issued from the Club's Committee within 14 days of the date of the meeting.
8. If required, reference for advice & guidance may be made at any stage by The Academy of Gymnastics or the complainant to our Governing Body "British Gymnastics" who can be contacted at the address below.
Ford Hall, Lilleshall National Sports Centre, Nr.Newport, Shropshire, TF10 9NB.
Telephone Number: 01952 820330.