Sovereign gymnastics and Trampolining club

**Comments & Complaints Policy**

**Sovereign gymnastics aims to provide a safe, stimulating and caring environment where children and their families feel welcome and valued. We believe in working together with parents to ensure their children’s needs are identified and met.**

We welcome comments from parents about our gym and recognise that parents are the primary carers of their child and those comments, whether positive or negative, about our gym, are made with the child’s best interests at heart.

Positive comments are a good way for parents to let the gym know that their work is valued and appreciated. This gives everyone concerned the chance to build on good practice, which promotes children’s development.

Concerns/problems **:** Parents wishing to make concerns known to the gym should first talk to the Manager. Most problems can be sorted out quickly this way. Any problems should be resolved within a reasonable timescale, which will vary depending upon the problem. If parents feel uncomfortable with the above or if the situation cannot be resolved, the parent should speak to the welfare officer, who will liaise with the Manager and raise the concern at the appropriate level.

An outside mediator meeting with the parent and gym representative may help to clarify the issues and reach an agreement.

**Everyone involved with any discussion and outcome of complaint will be expected to treat all information as confidential and will not discuss the situation with anyone else.**

Policy adopted by Sovereign gymnastics

Policy last reviewed :

Signed by ..................................................................................................................................