



1. Key Definitions - For the purposes of this policy, the following definitions apply:

- Appeal - A request from a customer to escalate a Complaint to Level Three following an unsatisfactory outcome at Level Two.
- Appeal Handler - A SALTO Management Team member or Designated Deputy who liaises between the Customer and the Board of Trustees during a Level Three Complaint.
- Board - The Board of Trustees of SALTO Gymnastics Club, as registered with the Charities Commission. A specific Trustee may be designated to review a complaint on behalf of the full Board. *Serious complaints may be reviewed by the full Board.*
- Complaint - A formal concern relating to: Goods sold by SALTO, Services provided by SALTO, Customer service or The conduct or professionalism of Management, Employees or Volunteers
- Complaint Submission – A formal complaint submitted in writing, via email or letter.
- Complaint Reference - A unique identifier assigned to each complaint.
- Customer - Any individual who uses or attempts to use SALTO services, purchases goods, attends sessions, or visits the SALTO Centre.
- Data Protection Policy & Privacy Policy - SALTO's GDPR-compliant data protection and privacy policies.
- Designated Deputy - A SALTO management team member authorised to act for the management team in their absence.
- External Resolution - Escalation of a complaint to an external body when a customer is not satisfied with the outcome at Level Three.
- COO & Management Team - The senior employee(s) appointed to these roles.
- Investigation Report - The outcome document summarising SALTO's investigation and findings relating to a Complaint.
- Level One Complaint Handler - A SALTO Administrator or Receptionist, Responsible Person on duty, or Designated Coach.
- Level Two Complaint Handler - A Head Coach, Head of Discipline, COO
- Level Three Handler - A Trustee appointed by the Board to oversee final escalation.
- SALTO - SALTO Gymnastics Club, UK Registered Charity No. 1051367. Address: SALTO Centre, 98 Camford Way, Luton, LU3 3AN.



2. Purpose of this Complaints Policy

2.1. SALTO aims to deliver high-quality services at all times. If a customer is dissatisfied, this policy outlines how concerns may be raised and how SALTO will respond.

2.2. SALTO welcomes feedback and uses complaint outcomes to improve services and customer experience.

2.3. Objectives of this Policy:

- Provide a clear, fair and consistent process for handling complaints.
- Ensure staff and volunteers understand the process and escalation routes.
- Ensure complaints are handled professionally, confidentially and promptly.
- Ensure learning from complaints is used to improve future practice.

3. What This Complaints Policy Covers

3.1. Scope

This policy applies to: Goods sold by SALTO, Services provided by SALTO, Coaching delivery, Customer service, and Conduct and professionalism of staff, volunteers, management and trustees

3.2. Inclusion of All Personnel

References to SALTO include trustees, employees and volunteers.

3.3. Examples of Complaints Quality of coaching or communication, Delays or errors in services, Behaviour or conduct of staff or volunteers, Issues with goods or facility operations



3.4 Exclusions (Not Considered Complaints)

- General enquiries
- Refunds/returns processed under the standard terms
- Legal/contractual disputes outside SALTO's remit
- Data access requests under GDPR

4. Behaviour Expectations During the Complaints Process - All individuals involved in a complaint are expected to:

- Communicate respectfully and calmly
- Allow SALTO reasonable time to investigate
- Follow the procedure without confrontation or harassment
- Avoid defamatory, hostile, or threatening behaviour (including online)

SALTO reserves the right to pause or manage communication in writing only if behaviour becomes abusive or inappropriate.

5. Anonymous Complaints

SALTO Gymnastics Club does not accept anonymous complaints. A fair, transparent investigation requires the ability to:

- Speak to the complainant
- Request clarification
- Verify information

This ensures fairness for all parties.

Exception: Anonymous safeguarding concerns will be reviewed and risk-assessed by the Welfare Team.

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6. Safeguarding Pathway

If a complaint includes safeguarding or welfare concerns, it will be redirected immediately to the Welfare Officer and handled under SALTO's Safeguarding Policy, not the standard complaints process.

This includes concerns involving:

- Child welfare or safety
- Abuse, neglect or poor practice
- Misconduct by a coach, volunteer or staff member

Safeguarding actions may involve:

- Bedfordshire County or East Regional Welfare
- British Gymnastics Integrity Team
- Local Authority Safeguarding Board
- Police (if immediate risk exists)

7. Making a Complaint

All formal complaints must be submitted in writing, via email or letter, using the process available on the SALTO website or directly from the Director of Operations.

8. How We Handle Your Complaint

SALTO operates a three-stage process:

- Level One – Informal Resolution
 - Handled by Level One Complaint Handlers.
 - Aim: fast, simple resolution.
- Level Two – Formal Investigation
 - If unsatisfied with Level One, customers may escalate in writing.
- Level Three – Trustee Review
 - Handled by a designated Trustee.
 - This is the final internal stage.

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External Resolution

If a customer remains dissatisfied after Level Three, they may escalate to:

- British Gymnastics
- Bedfordshire County Welfare
- East Counties Gymnastics Association

9. External Resolution

- SALTO recognises customers may raise concerns with external bodies if internal processes have been exhausted.
- SALTO will respond to requests from external agencies promptly, subject to GDPR and Trustee approval.

10. Confidentiality & Data Protection

- All complaints are handled confidentially and shared only where necessary.
- Information used for training will be anonymised and only shared with explicit consent.
- All data is processed in accordance with GDPR and the SALTO Privacy Policy.

11. Questions & Further Information

Queries should be directed to: Laura Baird (COO) Email: laura@saltogym.org

Telephone: 01582 495953