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## COMPLAINTS POLICY

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### 1. Definitions

1.1 In this Complaints Policy the following expressions have the following meanings. Similar terms used in the Complaints Handling Procedure shall have the same meaning:

<b>“Appeal”</b>	means a request from a Customer to escalate a Complaint to Level Three following an unsatisfactory outcome at Level Two;
<b>“Appeal Handler”</b>	means an employee of SALTO working at General Manager or Designated Deputy who will liaise between the Customer and Board of Trustees with respect to Level Three Complaints;
<b>“Board”</b>	means the Board of Trustees as registered with the Charities Commission of SALTO and a specific member of the Board may be designated Appeal Handler to review a specific complaint on behalf of the full board. The most serious complaints will be scrutinised by the full Board.
<b>“Complaint”</b>	means a complaint about goods sold by SALTO AND/OR services provided by SALTO AND/OR about our customer service, AND/OR about our Management, Employees or Volunteers;
<b>Complaints Submission</b>	A Complaint can be submitted in writing either by email or letter.
<b>“Complaints Policy”</b>	means this policy.
<b>“Complaints Procedure”</b>	means the internal complaints handling procedure of SALTO which is followed when handling a Complaint and is available by downloading from the SALTO website or upon request in writing from the General Manager. It is also displayed on the Official Notices board in the reception area of the SALTO Centre for your reference;
<b>“Complaint Reference”</b>	means a unique code assigned to a Complaint that will be used to track that Complaint;
<b>“Customer”</b>	means a customer of SALTO and includes potential customers (no purchase necessary) and any user/visitor to the SALTO Centre;



<b>“Data Protection Policy and Privacy Policy”</b>	means our data protection policy, available from SALTO website and complies with the provisions of GDPR;
<b>“Designated Deputy</b>	Any person explicitly appointed as such in the absence of the General Manager or implied as such due to the prevailing circumstances but who must be a member of the SALTO management team.
<b>“External Resolution”</b>	means the referral of a Complaint to an external body or organisation for resolution by a Customer if that Customer is not satisfied with the outcome at Level Three or [Four];
<b>GDPR</b>	means the General Data Protection Regulations that come into full force and effect on 25 May 2018
<b>General Manager</b>	The person employed by SALTO to perform this role.
<b>“Investigation Report”</b>	means the report detailing the investigation and assessment of a Complaint;
<b>“Level One”</b>	means the first stage in this Complaints Handling Procedure under which Complaints will be handled by a Level One Complaint Handler;
<b>“Level One Complaint Handler”</b>	means an employee of SALTO working as an Administration Officer, Designated Coach or Responsible Person on duty and available who will handle Level One Complaints;
<b>“Level Two”</b>	means the second stage in this Complaints Handling Procedure under which a Customer may appeal the outcome of a Level One Complaint and under which Complaints will be handled by a Level Two Complaint Handler;
<b>“Level Two Complaint Handler”</b>	means an employee of SALTO working at Head of Discipline, Coach Manager or General Manager, as applicable, will handle Level Two Complaints;



**“Level Three”**

means the third stage in this Complaints Handling Procedure under which a Customer may appeal the outcome of a Level Two Complaint and under which Complaints will be handled by an Appeal Handler and General Manager or if the complaint relates to the General Manager; the complaint will be handled by a member of the Board designated to deal with the specific complaint.

**“SALTO”**

means 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 At SALTO, we strive always in all we do to deliver the best experience as possible as our resources and skills permit. We are always disappointed to hear that something has gone wrong. If you are not satisfied, please follow the process for raising a formal complaint or appealing any outcome of such complaint you are not satisfied by.
- 2.2 SALTO welcomes and encourages feedback of all kinds from our customers. If you have a Complaint about our goods AND/OR services, our customer service, or about our Management, Employees or Volunteers, not only do we want to resolve it to your satisfaction, but we also want to learn from it in order to improve our business and customer experience in the future.
- 2.3 It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:
  - 2.3.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about SALTO, our goods AND/OR services, our customer service, or about our management, employees or volunteers;
  - 2.3.2 To ensure that everyone working for or with SALTO knows how to handle Complaints made by our customers;
  - 2.3.3 To ensure that all Complaints are handled equally and in a fair and timely fashion;
  - 2.3.4 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

**3. What this Complaints Policy Covers**

- 3.1 This Complaints Policy applies to the sale of goods AND/OR the provision of services by SALTO, to our customer service and to our management, employees or volunteers.
- 3.2 For the purposes of this Complaints Policy, any reference to SALTO also includes our employees our Management, Employees or Volunteers.



- 3.3 Complaints may relate to any of our activities and may include (but not be limited to):
  - 3.3.1 The quality of our Customer service;
  - 3.3.2 The behaviour and/or professional competence of our Management, Employees and Volunteers;
  - 3.3.3 Delays, defects or other problems associated with the sale of goods;
  - 3.3.4 Delays, defects, poor quality of coaching or other problems associated with the provision of services;
- 3.4 The following do not constitute Complaints. Customers raising such questions or matters should be directed to the appropriate person OR department:
  - 3.4.1 General questions about our goods AND/OR services;
  - 3.4.2 Returns of damaged, faulty, incorrect or unwanted goods for exchange or refund in accordance with our terms and Conditions of Sale of Goods or Services where there is no further complaint;
  - 3.4.3 Matters concerning contractual or other legal disputes;
  - 3.4.4 Formal requests for the disclosure of information including, but not limited to, those made under GDPR;

#### 4. **Making a Complaint**

All Complaints, whether they concern our goods **AND/OR** services, our customer service, or our Management, Employees or Volunteers should be made by following the Complaints Handling Procedures. A copy of which is available to download from our website or upon request in writing from the General Manager.

#### 5. **How We Handle Your Complaint**

SALTO operates a three-stage complaints handling procedure. Following our Complaints Procedure, our aim is to always resolve Complaints to your satisfaction at Level One without further recourse to Level Two or Level Three. If you are not satisfied at the end of Level One, you may escalate your Complaint to Level Two. If you are not satisfied at the end of Level Two your Complaint may be escalated to Level Three at which point it will be handled by General Manager or Board, as applicable. If you are still not satisfied at the end of Level Three, Complaints may progress to External Resolution as detailed below.



## 6. External Resolution.

SALTO expects to resolve all disputes or complaints by following these above procedures. We understand that Customers have the right to complain to the following entities, as applicable to the facts and circumstances of the complaint if they do not accept the outcome of these procedures or by complaining directly to these entities without following these procedures.

- 6.1 As SALTO is a member of **British Gymnastics**, Customers have the right to seek External Resolution of Complaints from that organisation if they are not satisfied with the outcome resulting from this Complaints Handling Procedure. <https://www.british-gymnastics.org/complaints-and-appeals>.
- 6.2 As SALTO is affiliated to **East Counties Gymnastics Association**, Customers have the right to seek External Resolution of Complaints from that organisation if they are not satisfied with the outcome resulting from this Complaints Handling Procedure. <https://www.british-gymnastics.org/other-careers/487-regionshomecountries/eastern-gymnastics/3639-complaints-procedure>
- 6.3 SALTO is a UK Registered Charity is governed by the Charities Commission. Customers have the right to seek External Resolution of Complaints from that organisation if they are not satisfied with the outcome resulting from this Complaints Handling Procedure. <https://www.gov.uk/complain-about-charity>
- 6.4 Any and all requests made by these External Organisations for evidence or information, whether written or oral, shall be answered without undue delay, subject to the approval and authorisation of General Manager or Board, as applicable, who shall ensure that said request is reasonable and pertinent given the nature of the Complaint. Such disclosure shall be governed by our Privacy Policy and the provisions of GDPR.

## 7. Confidentiality and Data Protection

- 7.1 All Complaints, Appeals, evidence and other information gathered, held and processed under this Complaints Handling Procedure shall be treated with the utmost confidence at all times. Such information may be shared with Members of the Board, General Manager, Employees and Volunteers of Salto only to the extent required to resolve the Complaint in question in accordance with this Complaints Handling Procedure.
- 7.2 In the event that the details of a Complaint are to be used for training or quality improvement purposes, in which case they will be shared with other Members of the Board, General Manager, Employees and Volunteers of Salto beyond the scope of this Complaints Handling Procedure, the relevant Customer's express permission must first be sought using that Customer's preferred contact method. Personal details (that is, anything that may be used to identify the Customer) shall be removed from all information so used. Such permission may be revoked at any time in accordance with the Customer's right to do so under Section 6.2 of our Customer Complaints Policy.



- 7.3 All personal information collected by SALTO (including, but not limited to, Customers' names and contact details) shall only be collected, used and held in accordance with the provisions of the GDPR.

8. **Questions and Further Information**

If you have any questions or require further information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact Amanda Dando by post at SALTO Centre, 98 Camford Way, Luton, LU3 3AN, by telephone on 01582 495953, or by email at [amanda@saltogym.org](mailto:amanda@saltogym.org).

9. **Policy Responsibility and Review**

- 9.1 Overall responsibility for this Complaints Policy within SALTO and the implementation thereof lies with Amanda Dando, General Manager.
- 9.2 This Complaints Policy is regularly reviewed and updated as required.
- 9.3 This Complaints Policy was adopted on April 2018.
- 9.4 This Complaints Policy was last reviewed June 2020.



Example of the Procedure:

Complaint regarding Coaching



Speak to the Coaching Team

[kimberly@saltogym.org](mailto:kimberly@saltogym.org)



If you are not happy with the outcome – contact the General Manager

[amanda@saltogym.org](mailto:amanda@saltogym.org)



If you are not happy with this outcome – contact the Board of Trustee's

[trustees@saltogym.org](mailto:trustees@saltogym.org)

For Welfare Issues/Concerns

[welfare@saltogym.org](mailto:welfare@saltogym.org)