

Purpose & Scope

Prime Acrobatics aims to provide high-quality services and coaching and we believe we achieve this most of the time. This procedure has been developed to receive, record and respond to complaints to ensure that complaints are responded to efficiently and effectively and learnt from.

This procedure should be followed by anyone with a complaint against Prime Acrobatics, except as follows:

- Complaints by employees of Prime Acrobatics should follow our Grievance Procedure
- A child welfare concern should follow our Welfare Concerns Procedure

1. How to contact Prime

Complaints of an administrative or financial nature should be addressed initially to the Office Manager. Complaints relating to coaching should be addressed to the Gym Manager.

- Email: Office Manager Aida@primeacrobatics.com
Gym Manager Rob@primeacrobatics.com
- Phone: 01483 755777
- Write: Prime Acrobatics, Heather Farm, Chobham Road, Woking GU21 4XY

2. Informal Complaint

If something goes wrong, please contact Prime straight away and give us the opportunity to put it right. Please explain what the problem is and what you want us to do about it. If it's a simple problem we should be able to resolve it quickly and easily.

If you or your child is unhappy about something that has happened during a class, don't hesitate to speak to a coach or the office immediately afterwards. We are always happy to talk to parents/guardians about their child's progress, so just ask to speak to one of our coaches. There may be somebody available for a quick chat straight away, otherwise we can make an appointment so that you can receive undivided attention.

If the problem can't be resolved easily, if you are not satisfied with the outcome or your complaint is serious, you can make a formal complaint.

3. Formal Complaint

- a) Contact the Office / Gym Manager as above stating that you wish to make a formal complaint. Please explain what the problem is and what you want us to do about it.
- b) Within 5 working days we will acknowledge in writing receipt of your complaint, let you know who will deal with it and the time we expect it to take us to respond.
- c) We will record your complaint on our Complaints Record to ensure it can be tracked and to provide a quality control mechanism for customer service and management review.
- d) We aim to investigate your complaint properly and send you a full written response within 4 weeks of receiving your complaint, setting out how the problem will be dealt with. In exceptional cases, eg if your complaint is very complex, and we can't respond fully within 4 weeks, we will tell you the reason why and let you know when we expect to be able to reply in full.

- e) Once our response has been sent, we will close your complaint unless we hear back from you within 2 weeks.

If you are not satisfied with our response you can ask us to escalate your complaint to the Prime Acrobatics Directors, who will review our first response. The steps b), d) and e) above will be repeated.

If you are still not satisfied with our second and final response, you might wish to consider referring your complaint to our governing body, British Gymnastics: <https://www.british-gymnastics.org/>.

4. Further Information

- We will treat your complaint with confidentiality in accordance with all relevant UK data protection legislation.
- All Prime staff are trained in dealing with complaints and understand this complaints procedure, which forms part of their induction process, training and performance reviews.
- This procedure is reviewed at least annually.

Date	Summary of changes	Signed
May 2023	Update to Office Manager details and Prime Director.	C.Brown