 Prime Acrobatics	Complaints Procedure	
	Version Date:	18-July-2025
	Version:	5
	Responsibility:	Chris Bowler

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 they are responded to efficiently and effectively. We also use this information to learn from to reduce the chance of this same incident from occurring again.

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 Lucy@primeacrobatics.com
- Phone: 01483 755777 (Woking) or 01276 682900 (Camberley)
- Write: Prime Acrobatics Woking, Heather Farm, Chobham Road, Woking GU21 4XY

2. Informal Complaint


If you are not happy with an activity or an incident that has occurred, please contact Prime Acrobatics straight away and give us the opportunity to put it right. Please let us know details about the activity or incident that has occurred, and we may be able to action a solution very quickly and easily.

If you or your child is unhappy about something that has happened during a class, please do not hesitate to speak to a coach or the office immediately. We are always happy to talk to any parent / carer about their child's progress, so please ask to speak to one of our coaches. There may be somebody available to speak to you straight away, otherwise we can make a telephone or face to face appointment at the earliest convenience.

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

- Contact the Office / Gym Manager as above stating that you wish to make a formal complaint. Please explain what the nature of the incident or activity is and how you would like this to be resolved.
- 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.
- 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.
- 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, e.g. if your complaint is very complex, and we can't respond fully within

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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 Director, who will review the 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 Acrobatics 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
May 2024	Responsible person for document updated to Carina Brown. Gym Manager for Woking has been specified. Prime Acrobatics Woking address has been specified. Update of terminology to carer rather than guardian.	C.Brown
September 2024	Addition: Lucy Doyle Gym Manager Camberley and Camberley Contact Number	C. Parks
July 2025	Removed Rob McEnaney. Lucy Doyle is now Gym Manager for both facilities. Change of responsibility for document to Chris Bowler.	C.Bowler