

Aquila

TRAMPOLINING



Complaints and Concerns Procedure

Policy | Procedure | Guidance

Aquila Trampoline Club	
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Complaints and Concerns Procedure

A fair, safe and accessible route for raising and resolving issues

OUR COMMITMENT: Aquila will listen, act promptly, distinguish safeguarding from ordinary complaints, treat people fairly and use concerns to improve the club.

1. Purpose and status

This procedure explains how a gymnast, parent or carer, coach, volunteer, official, member, visitor or other person can raise a concern or make a complaint about Aquila Trampoline Club, and how Aquila will respond. It is intended to provide an open, child-centred and proportionate route to resolution within a reasonable period.

It should be read with Aquila's Codes of Conduct, Safeguarding and Welfare Policy, Health, Safety and Welfare Policy, Privacy Notice, Emergency Action Plan and risk assessments. Where a current mandatory British Gymnastics requirement or applicable law is stricter, that requirement takes precedence.

2. Principles

Aquila will handle concerns and complaints in accordance with these principles:

- safety and welfare come first, especially where a child, young person or adult at risk may be affected;
- people can speak up without retaliation, disadvantage or pressure to withdraw a genuine concern;
- issues are directed quickly to the correct route and handled at the lowest suitable level;
- the process is impartial, proportionate, accessible and free of avoidable delay;
- the person complained about is treated fairly and normally given the substance of the complaint and a reasonable opportunity to respond;
- conflicts of interest are identified and managed;
- information is shared only where relevant, necessary and lawful; and
- outcomes focus on safety, accountability, remedy, learning and preventing recurrence.

3. Who may use this procedure and what it covers

Anyone affected by Aquila's activities may raise a concern or complaint. A parent, carer, advocate or other representative may do so on another person's behalf where they have authority or where this is appropriate to protect a child or person at risk. Aquila will listen directly to gymnasts and adapt the process to their age, understanding and communication needs.

This procedure can cover, for example:

- club administration, communication, fees, membership arrangements or service;
- conduct, language, bullying, harassment, discrimination or a possible breach of an Aquila Code of Conduct;
- coaching experience, organisation, selection or progression where no event-specific appeal route applies;
- health-and-safety practice, equipment, supervision or an incident;
- the way an earlier concern was handled; and
- a concern that may also engage British Gymnastics rules, policies or Standards of Conduct.

Employment grievances, competition protests or selection appeals, British Gymnastics service complaints, and matters controlled by a venue or another organiser should use the relevant specialist procedure. Aquila will explain or help identify the correct route where reasonably possible.

4. Choose the correct route

The label used by the person raising the matter does not determine the route. Aquila will consider the substance and risk.

Type of issue	Immediate action	Primary route
Immediate danger or suspected crime	Protect the person; call 999. Use 101 for non-emergency police advice where appropriate.	Police, emergency or statutory services; then notify the relevant Aquila lead.
Safeguarding or welfare	Do not investigate, confront or promise secrecy. Record facts and report promptly.	Helen Fiander, Welfare Officer: welfare@aquila-tc.co.uk ; or British Gymnastics Welfare & Safe Sport.
Urgent health-and-safety hazard	Stop or restrict activity if necessary and tell the Lead Coach immediately.	Health, Safety and Welfare Policy and Emergency Action Plan; report externally where required.
Personal data or privacy	Send the issue to Aquila's data-protection contact.	info@aquila-tc.co.uk and the Privacy Notice; the ICO remains available externally.
Routine concern or complaint	Try informal resolution if safe and suitable, or make a formal complaint.	This procedure: info@aquila-tc.co.uk .
Serious BG standards or club conduct issue	Preserve evidence and consider whether direct referral is appropriate.	British Gymnastics may accept, refer or return the matter according to its jurisdiction.

SAFEGUARDING FIRST A safeguarding concern must not be delayed, mediated or treated only as an ordinary complaint. If the concern involves the Welfare Officer or senior club personnel, contact British Gymnastics directly or use an appropriately independent senior person.

5. Raising an informal concern

Many routine issues can be resolved quickly through a calm conversation with the responsible coach or appropriate club official. Raise the matter as soon as reasonably possible, explain what happened, what impact it had and what would help. Do not approach or question a child involved in someone else's concern.

The recipient should listen, clarify the issue, record any agreed action and follow up. Informal resolution may include an explanation, correction, apology, practical adjustment, meeting, restorative conversation or referral to a more suitable route. Participation in mediation or a restorative discussion is voluntary and will not be used where it could compromise safety or fairness.

A person may move directly to a formal complaint if informal discussion would be unsafe, inappropriate, unlikely to help, or has not resolved the issue.

6. Making a formal complaint

FORMAL COMPLAINTS Email info@aquila-tc.co.uk with the subject 'Formal complaint'. Safeguarding and welfare matters should go to welfare@aquila-tc.co.uk or directly to British Gymnastics.

A formal complaint should, as far as the complainant can provide it, include:

- the complainant's name and contact details and, if relevant, the gymnast's name;
- what happened, where and when, including whether the issue is continuing;
- the people involved and any witnesses;
- what has already been done to resolve it;
- relevant messages, documents, photographs or other evidence, kept in their original form;
- any immediate safety, accessibility or confidentiality concern; and
- the outcome or remedy sought, while recognising that Aquila decides the appropriate response.

A complaint does not need legal language or a particular form. If writing is difficult, Aquila will offer a reasonable alternative such as a private conversation, telephone call or assisted written record. The record will be checked with the complainant for accuracy. Complaints should be raised promptly because delay can make evidence harder to obtain, but there is no fixed cut-off and safeguarding information will always be considered.

7. Receipt, triage and timescales

Club Administration will log the complaint, preserve the original material and appoint a suitable Complaint Lead. The Complaint Lead must not be the subject of the complaint and must be sufficiently independent of the events. A conflict may require an uninvolved club official, an independent person or referral for external advice.

Stage	Target
Acknowledgement	Within 5 working days, with the named contact and any urgent information requested.
Initial route and scope	Normally within 10 working days: confirm whether the matter is informal, formal, safeguarding, disciplinary, data protection or external.
Investigation and outcome	Aim to issue a written outcome within 20 working days of acknowledgement.
Complex or externally dependent case	Explain the reason, revised target and interim arrangements; provide an update at least every 10 working days.
Review request	Within 10 working days of the written outcome; late requests may be accepted for a fair reason.
Review outcome	Aim to issue within 20 working days of accepting the review.

Working days exclude Saturdays, Sundays and recognised UK public holidays. Targets may be varied to protect a person, accommodate availability, obtain specialist advice or avoid prejudicing an external investigation. Aquila will explain material delay rather than allow a complaint to drift.

8. Initial assessment and protective action

The Complaint Lead will decide:

- whether anyone may be at immediate risk and whether emergency, statutory, safeguarding, insurer or British Gymnastics reporting is required;
- whether Aquila has authority to deal with the matter or should refer it;
- whether informal resolution remains suitable;
- the allegations or issues to be examined, relevant evidence and people to contact;
- whether the complaint should be joined with or separated from another process; and
- whether temporary safeguards or practical adjustments are needed while enquiries continue.

Temporary measures may include altered groups, supervision, communication routes, access restrictions or a temporary pause from a role or activity where permitted. They are neutral risk-management steps and do not decide guilt or the final outcome. Reasons and review arrangements will be recorded.

9. Fair fact-finding

The investigation will be proportionate to the seriousness and complexity of the complaint. It may be completed by the Complaint Lead or another suitably independent person. Aquila may seek guidance from British Gymnastics, its insurer, the venue or an appropriate professional adviser.

The investigator may:

- review the complaint, relevant policies, membership or session records, messages and other lawful evidence;
- invite written accounts or speak separately with the complainant, respondent and relevant witnesses;
- provide interview notes or a summary for the person to check;
- ask focused follow-up questions without pressuring a child or conducting a safeguarding interview; and
- prepare a factual summary, distinguishing evidence, disputed matters, opinion and recommended actions.

Subject to safeguarding, legal and confidentiality constraints, the respondent will normally receive enough detail to understand and answer the material allegations. A person may be accompanied at a meeting by a parent, carer, colleague or other suitable supporter, provided that person is not a material witness and does not obstruct the process.

Where findings are required, Aquila will assess the available evidence fairly and use the civil standard - whether the matter is more likely than not to have occurred. An absence of enough evidence to uphold a complaint does not mean the complaint was made dishonestly.

10. Decision and outcomes

Where practicable, the decision will be made or checked by a person who did not conduct the fact-finding. The written outcome will identify the issues considered, summarise the process, state whether each issue is upheld, partly upheld, not upheld or cannot fairly be determined, give proportionate reasons, describe any remedy that can properly be shared and explain the review route.

Depending on the issue and the club's authority, outcomes may include:

- no further action, with an explanation;
- clarification, correction, apology, refund or other practical remedy;
- restorative action or voluntary mediation;
- a conduct reminder, written expectations, additional supervision, training or monitoring;
- changes to coaching, communication, administration, equipment, risk controls or club policy;
- a warning, restriction, suspension, removal from a role or termination of membership where justified and permitted; and
- referral to British Gymnastics, the venue, insurer, police, local authority, ICO or another competent body.

A complainant will receive an appropriate outcome summary, but privacy, safeguarding, employment or disciplinary duties may prevent Aquila from disclosing personal sanctions or all evidence. Where possible, Aquila will explain why information cannot be shared.

11. Review of the club outcome

A complainant or respondent may request one review of a formal outcome by emailing info@aquila-tc.co.uk within 10 working days. The request should identify the outcome challenged and one or more review grounds:

- a material part of this procedure was not followed and this may have affected the outcome;
- significant new evidence has become available that could not reasonably have been provided earlier; or
- the decision or action was unreasonable or disproportionate on the information available.

A suitably independent Reviewer, not previously involved, will decide whether the grounds are met. The review is not normally a complete rehearing. The Reviewer may uphold the outcome, vary it, require further enquiries, substitute a proportionate outcome or return the matter for a fresh decision. The written review outcome completes Aquila's internal process.

12. Children, support, accessibility and equality

Aquila will give children and young people a genuine opportunity to be heard without making them responsible for running the complaint. Communication will be age-appropriate, and a parent or carer will normally be involved unless this would create a safeguarding risk or conflict with appropriate advice.

Aquila will make reasonable adjustments so people can participate fairly. These may include:

- accessible formats, extra time, a quieter setting or a different communication method;
- a parent, carer, interpreter, advocate or other suitable supporter;
- separate meetings and careful scheduling; and
- taking account of disability, neurodiversity, language, age, health, culture or other relevant need.

Nobody will be penalised for raising a genuine concern, assisting an enquiry or requesting an adjustment. Retaliation, intimidation, pressure, discriminatory treatment or deliberate interference with evidence may itself be treated as a serious conduct issue.

13. Confidentiality, anonymity and records

Complaints will be handled as privately as reasonably possible, but confidentiality does not mean secrecy. Information may be shared on a need-to-know basis to protect a person, provide procedural fairness, investigate, obtain advice, meet legal or insurance duties or make a required referral.

It is normally necessary to identify a complainant or disclose information that makes their identity apparent so the respondent can understand the case. Aquila will consider a request for confidentiality, but cannot guarantee anonymity. Anonymous information will be assessed, particularly where a child or person at risk may be affected, although a lack of verifiable detail may limit what can be concluded.

Records will be factual, dated and stored securely with restricted access. They will include the complaint, evidence considered, risk and route decisions, communications, findings, outcome, review and actions. Retention and sharing will follow Aquila's Privacy Notice, safeguarding requirements, British Gymnastics guidance and applicable law. Safeguarding records are kept separately from ordinary coaching notes.

A complaint about Aquila's handling of personal information is also a data-protection complaint. Aquila will provide a clear route, acknowledge it within the applicable legal period - no later than 30 days - investigate it appropriately and communicate the outcome. The right to complain to the Information Commissioner's Office remains available.

14. Persistent, abusive or unreasonable behaviour

Aquila will distinguish a persistent complainant from a vexatious complaint. Repetition, strength of feeling, criticism of the club or an outcome the complainant dislikes does not by itself make a complaint vexatious. Safeguarding information will always be assessed on its substance.

Where the internal process has been completed and reasonable action exhausted, or where behaviour becomes abusive, threatening, knowingly false, excessively repetitive or disruptive, Aquila may issue a written warning and proportionately manage future contact. Measures may include one named contact, agreed communication intervals, refusal to revisit matters without significant new evidence, or restrictions necessary to protect people. Any restriction will state its reason, scope, duration and review point and will not prevent a new safeguarding or safety concern being reported.

15. External routes and British Gymnastics

Aquila is a registered British Gymnastics club. British Gymnastics focuses on serious safeguarding or conduct matters and supports clubs to manage lower-level issues. Where both British Gymnastics and Aquila have jurisdiction, British Gymnastics will not usually consider the matter until Aquila's procedure has been exhausted, except for safeguarding cases that meet a statutory reporting threshold. British Gymnastics may decide whether it or the club should handle a matter.

BRITISH GYMNASTICS WELFARE & SAFE SPORT Report online through the current 'Report a concern' service, email welfareandsafesport@british-gymnastics.org or call 0345 129 7129. A person does not need Aquila's permission to seek advice or make a direct safeguarding report.

British Gymnastics procedures are not a substitute for reporting crime or immediate danger. Data-protection complaints may be taken to the ICO after Aquila has had the opportunity to respond. Venue, event, insurer, employment, contractual or statutory processes may also apply. Aquila will co-operate with authorised enquiries and avoid action that could prejudice them.

16. Responsibilities

Everyone receiving or handling a concern for Aquila must:

- listen calmly, take the matter seriously and avoid promising a particular result;
- identify urgent safety or safeguarding needs and pass the matter promptly to the correct route;
- make an accurate record, preserve evidence and avoid unauthorised investigation;
- declare conflicts, maintain appropriate confidentiality and communicate respectfully;
- co-operate honestly with reasonable club, British Gymnastics or statutory enquiries; and
- complete agreed actions and identify learning for the club.

Club Administration is responsible for maintaining the complaints log, appointing suitable handlers, monitoring timescales and confirming actions. The Welfare Officer manages safeguarding and welfare routing, not ordinary complaint adjudication where that would create a conflict. The Head Coach and relevant club officials are responsible for implementing safe and proportionate operational actions.

17. Monitoring, learning and review

Aquila will periodically review themes, timescales, outcomes and completion of actions without circulating unnecessary personal detail. Learning may lead to changes in coaching, supervision, communication, training, equipment, risk assessment or policy. Serious incidents, repeated concerns and near misses will be linked to the appropriate safeguarding, health-and-safety and emergency review processes.

This procedure will be reviewed at least annually and sooner after a serious complaint, safeguarding or safety incident, material legal or British Gymnastics change, or significant change to Aquila's activities.



18. Quick contacts

Purpose	Contact
Formal club complaint / data protection	info@aquila-tc.co.uk
Aquila Welfare Officer	Helen Fiander welfare@aquila-tc.co.uk private conversation at training Welfare Officer option on Aquila's website form
British Gymnastics Welfare & Safe Sport	welfareandsafesport@british-gymnastics.org 0345 129 7129 online Report a concern service
Emergency	999 for immediate danger or urgent emergency assistance; 101 for non-emergency police contact where appropriate
Information Commissioner's Office	ico.org.uk - data-protection complaints and guidance

Reference framework

Prepared with reference to current British Gymnastics complaints, conduct, safeguarding, club standards and membership requirements; ICO data-protection complaint guidance; and Aquila's related policies. Sources and reporting routes checked 14 August 2026; always check current requirements at the point of use.