



Complaints Policy

(March 2025)

Elevate Acro Gymnastics Club aims to provide a safe, secure and enjoyable experience for our gymnasts. We hope that you would feel comfortable enough to discuss any concerns or issues that you may have with either your gymnast's coach or one of the club's Safeguarding Officers. Sometimes, a concern is a simple misunderstanding that can easily be resolved. If you would rather not discuss matters in front of your gymnast then we can arrange a more convenient time to talk.

If, after discussions, your concern is not resolved and you wish to raise a formal complaint, we ask that you complete the club's complaints form, this can be found either on our website/Class for Kids site or from the gym reception.

You should send this to info@elevateacro.co.uk and safeguarding@elevateacro.co.uk.

Complaints are the responsibility of the Safeguarding Officers who, on receipt of the complaint, shall then:

- Acknowledge the complaint - this will be sent within 5 calendar days
- The complaint will be investigated by the Safeguarding Officer, Head Coach or Chair in conjunction with the Safeguarding Officer
- The Safeguarding Officer will bring the complaint and relevant evidence to the attention of the Board of Trustees
- A written response will be issued within 28 days

It is a requirement by Scottish Gymnastics that all complaints are logged along with the outcome and any action taken. The club has an online complaints logbook for this purpose.

At Elevate Acro we follow the Scottish Gymnastic guidelines for complaints, as amended from time to time. <https://www.scottishgymnastics.org/safe-sport/reporting-concerns/>

If you feel that you are unable to talk to anyone within the club, or that after the club has investigated this and your complaint remains unresolved, then you can refer the complaint onto Scottish Gymnastics.

Scottish Gymnasts Safeguarding

Email: safeguarding@scottishgymnastics.org

For more information visit: <https://www.scottishgymnastics.org/contact-scottish-gymnastics/>