

East Surrey Acrobatics Limited

Complaints Procedure

How to raise a concern or complaint

Date: May 2026

Review Date: May 2027

Company Number: 17056364

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|------------------------|----------------------------------|
| Organisation | East Surrey Acrobatics Limited |
| Company Number | 17056364 |
| Director | Lucy Tozer |
| Welfare Officer | Emma Richards |
| Contact | eastsurreyacrobatics@hotmail.com |
| Adopted | May 2026 |
| Review Date | May 2027 |

1. Our Commitment

East Surrey Acrobatics Limited is committed to providing a high quality, safe and enjoyable experience for all gymnasts, parents and staff. We take all complaints seriously and aim to resolve them fairly, promptly and confidentially.

We value feedback — it helps us improve. If you have a concern, please do not hesitate to raise it.

2. Who Can Complain?

Anyone connected with ESA may raise a complaint, including:

- Parents or guardians of gymnasts
- Gymnasts themselves
- Coaches or staff members
- Volunteers

3. How to Raise a Complaint

Step 1 — Informal Resolution

Most concerns can be resolved informally and quickly. If you have a concern:

- Speak to the relevant coach briefly before or after a session
- Alternatively, email us at eastsurreyacrobatics@hotmail.com to arrange a suitable time to talk

Please do not approach coaches during sessions as this is a safeguarding requirement and causes disruption to training.

Step 2 — Formal Complaint

If your concern cannot be resolved informally, or if you feel the matter is serious, you may make a formal complaint in writing to:

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|---------------------|--|
| Director | Lucy Tozer |
| Email | eastsurreyacrobatics@hotmail.com |
| Subject line | Formal Complaint — [your name] |

Your complaint should include:

- Your name and contact details
- The name of your child (if applicable)
- A clear description of your concern and the dates involved
- What outcome you are seeking

Step 3 — Response

We will acknowledge your complaint within 5 working days and aim to provide a full written response within 28 days. If we need more time we will keep you informed.

Step 4 — Escalation

If you are not satisfied with our response, you may escalate your complaint to British Gymnastics:

- Email: customercomplaints@british-gymnastics.org
- Tel: 0345 129 7129

4. Safeguarding Concerns

If your complaint relates to the safety or welfare of a child, please refer to our Safeguarding Policy. Safeguarding concerns should be reported directly to our Welfare Officer (Emma Richards) and will be dealt with under our safeguarding procedures rather than this complaints process.

5. Confidentiality

All complaints will be handled confidentially and only shared with those who need to be involved in resolving them. Complainants will not be victimised or treated less favourably as a result of raising a concern.

6. Review

This procedure will be reviewed annually. Next review: May 2027.