

Rationale

Axis Trampoline & Gymnastics Club is committed to providing the best possible service we can to all users of our facility. To achieve this, we need feedback from our members which will allow us to evaluate the effectiveness of the services we offer. Therefore, we want to hear your comments about the things we do well, and any ideas you may have for improvements regarding any aspect of how the club operates.

Procedure

Please tell us your thoughts/suggestions either verbally or in writing using the Comments/Feedback forms which are located on the wall by the main gym entrance. Equally, if you have a concern, criticism or complaint, then we need to know about it, and you should follow the procedure detailed below in order that we can address the issue appropriately.

1. Select the appropriate person to talk to from the "Who to Contact" sheet displayed on the Club's notice board & arrange a mutually convenient time to discuss the matter.
2. If through discussion the issue cannot be addressed immediately, agree a verbal action plan by which the problem can be resolved. This may first involve clarification and/or observation of the situation causing concern.
3. The designated Coach/member of staff will be responsible for ensuring that the action plan is followed & that you are given feedback.
4. If you are not fully satisfied with the outcome please set your complaint out in writing & either hand it in at Reception or post it marked for the attention of any member of the Senior Management Team (Oliver Monro, Melanie Monro, Steve Hocking) at Axis Trampoline & Gymnastics Club, Unit 14 Liberty Industrial Park, South Liberty Lane, Bristol, BS3 2SU.
5. A meeting of the Senior Management Team will be arranged to discuss the matter within 14 days of receipt of the written complaint and you will receive a response in writing within a further 14 days.
6. If you are not fully satisfied with the response you can submit an appeal in writing stating your reasons so that the matter can be considered by the full Directorship of Axis Trampoline & Gymnastics Club at their next meeting.
7. A final response will be issued from the Club's Directors within 14 days of the date of the meeting.
8. If required, advice and guidance may be sought from Axis Trampoline & Gymnastics Club or from our Governing Body "British Gymnastics" who can be contacted at the address below:

Address: British Gymnastics, Ford Hall, Lilleshall National Sports Centre, Near Newport, Shropshire, TF10 9NB.

Telephone Number: 0345 1297129

Email: customerservice@british-gymnastics.org

Key Dates

Implemented: January 2015

Reviewed: April 2018