

Valleys Gymnastics Academy and St Tydfils Complaints Procedures 2025

(Adopted from the Welsh Gymnastics Complaints and Concerns Procedures 2025)

Raising a Formal Complaint or Concern

1. Safeguarding concerns should be raised by using the link on the VGA website – or the QR code in venues – linked to Welsh Gymnastics - <https://wg.vissro.com/public/wgvllcp.nsf/observation?open&cid=CTAFSK>. Alternatively, the wales@vga.wales or Nicholas.gordon@vga.wales email can be used. Telephone contact can be made on 01495 248070.
2. Urgent safeguarding concerns. If you believe a child's safety is at immediate risk, contact social services or dial 999
3. General complaints and concerns should be raised via email: Nicholas.gordon@vga.wales

Receiving and Acknowledging Complaints or Concerns

- Safeguarding Concerns: Acknowledged within 2 working days.
- General Complaints and Concerns: Logged and acknowledged within 5 working days.
- Additional information may be requested within 10 working days of receipt.

Handling Your Complaint or Concern

VGA aims to resolve most complaints within 14 working days. If this is not feasible, you will receive regular updates on the progress.

Investigating Your Complaint or Concern

The appointed Case Officer will:

1. Review all provided information and request additional details as needed.
2. Collect statements from witnesses, if applicable.
3. Consult with their line manager or Welsh Gymnastics personnel where appropriate
4. Communicate the outcome and actions to you

Appealing a Decision

An appeal to an outcome must be made within 21 days of receiving the outcome. An appeals panel will be formed by the Board of Directors and any appropriate Welsh Gymnastics personnel.

The outcome of the Appeals Panel is final