



## Titan Performance Gyms Ltd

### Complaints Policy

This policy tells you how to make a complaint at Titan Performance Gyms Ltd.

This is the policy that we will follow if your complaint is about someone's conduct or behaviour. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies.

#### Values and principles

You have the right to complain: we take complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

**Equality:** you should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

**Fairness:** we believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation. Both sides of any allegation will be given fair and equal opportunity to bring to light their views of events and any evidence they view as relevant.

**Safety and welfare take priority:** we will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.

**Confidentiality:** we treat complaints as confidentially as possible.

Sometimes we have to discuss complaints with other organisations. If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the right authorities. If necessary, we will get advice from other organisations such as the Police, Social Services or the governing body for gyms and/or specific sports if these are related to the enquiry.

#### How to make a complaint?

If you have a complaint, it is often best to start by having a conversation with someone at Titan Performance Gyms Ltd.

There are some suggestions below about who to speak to. They may be able to help to resolve your problem. You could also make a written complaint. The address for written complaints is at the bottom of this policy.

If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing. We accept anonymous complaints, but it is often very

difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible.

### **Who to contact to make a complaint?**

Complaints will usually be handled by senior staff and officials. Useful contact details have been included at the bottom of this policy.

- Management Committee: you can speak to any of our management members.
- Coaches: any of the coaches can also tell you how to make a complaint.
- Child Welfare Officer: if you are a child, or if you are worried about the safety or welfare of a child (Ben Caton – Director and Designated Child Welfare officer)

### **Address for written complaints:**

Titan Performance Gyms Ltd

St Catherine St

Gloucester

GL12BX

### **Useful Mobile Contact Numbers:**

Titan Performance Kingsholm Branch Reception - 07376569844

Mr Ben Caton (Director) - 07858710515

