**Feedback and Complaints**

Innovate Gymnastics club takes feedback and complaints very seriously.

·      If you wish to make a complaint, please make this in writing to [charis@innovategymnastics.club]. Although you can speak to your child’s coach about any issues or concerns you have, if you wish to have your complaint addressed, it **MUST** be made in writing.

·       We will look at your complaint and get back to you with an initial response within 3-5 working days.

·      We aim to fully resolve your complaint within 3-5 working days. However, it may take longer depending on the issue you’ve raised. We take complaints on a case-by-case basis and will discuss specific timescales with you if we cannot resolve this within 3-5 working days.