



MID LANC'S
BMX CLUB



Complaints Procedure

At Mid Lancs BMX, it is imperative that we take serious all complaints or concerns brought to our attention by parents, officials, riders and by people responsible for venues which we attend, from school caretakers to sports centre receptionists. All complaints should be handled as follows:

- Allow the complainant to outline their concern without interruption.
- Be Sympathetic towards their concern.
- Remember that complaints are not necessarily a personal attack on the instructor and that there is nothing that we cannot solve.
- Ensure that the class instructor is aware of all complaints/concerns raised to any Junior or Assistant instructors.
- Ensure that the Senior Coach has been made aware of any complaints/concerns raised, which the class instructor feels necessary.
- Complete the relevant complaints form.
- If you feel that the complaint could be dealt with as a suggestion to do things better in future, think about asking the complainant to complete a suggestion form.

Health and Safety Officer

Senior Coach

Reviewed: 21st September 2018. Next review date 21st September 2019