



Champion Dance & Cheer

Complaints Policy

Aligned with SportCheer Scotland guidance

Policy Created: 18 January 2026

Policy Review Date: 18 January 2027

Complaints Officer: Lisa Tausney

Contact Email: lisa@championdanceandcheer.com

1. Introduction

Champion Dance & Cheer (CDC) is committed to providing a safe, inclusive, and professional environment for all athletes, parents/carers, staff, and volunteers.

This Complaints Policy sets out a clear and transparent process for raising, handling, and resolving complaints fairly and consistently. It aligns with the expectations and guidance of SportCheer Scotland and supports our wider safeguarding responsibilities.

This policy applies to all members of Champion Dance & Cheer, including athletes, parents/carers, staff, volunteers, and visitors.

2. Principles

Champion Dance & Cheer will ensure that:

- Complaints are taken seriously and handled promptly
- All parties are treated with fairness, dignity, and respect
- Confidentiality is maintained wherever possible
- No individual will be disadvantaged for raising a genuine concern
- Safeguarding and athlete welfare always take priority

3. What Constitutes a Complaint

A complaint may relate to:

- Coaching practice or behaviour
- Conduct of staff, volunteers, athletes, or parents
- Health, safety, or welfare issues
- Club policies, procedures, or decision-making
- Communication concerns

This policy does not replace safeguarding procedures. Any safeguarding concern must be reported immediately in line with the Champion Dance & Cheer Safeguarding & Child Protection Policy.

4. Stage 1 – Informal Resolution

Where appropriate, concerns should initially be raised informally.

- Many issues can be resolved through open and respectful discussion please email to start this process
- Athletes on open teams are encouraged to raise concerns directly where appropriate

If the concern cannot be resolved informally, or if the complainant does not feel comfortable doing so, the complaint should progress to Stage 2.

5. Stage 2 – Formal Complaint

Formal complaints must be submitted in writing and should include:

- Name of the complainant
- Name of the athlete (if applicable)
- Clear details of the complaint
- Relevant dates, times, and any witnesses

Formal complaints should be sent to:

Lisa Tausney – Complaints Officer

Email: lisa@championdanceandcheer.com

If a complaint concerns the Complaints Officer, it will be escalated in line with SportCheer Scotland guidance.

6. Handling of Formal Complaints

Champion Dance & Cheer will:

- Acknowledge receipt within 7 working days
- Review the complaint impartially
- Gather relevant information as required
- Respond in writing within 14 working days where possible

Outcomes may include:

- Clarification or explanation
- Apology
- Mediation or meeting
- Review or change of practice
- Disciplinary action or dismissal where appropriate

7. Safeguarding-Related Complaints

Any complaint involving:

- A safeguarding concern
- Allegations of abuse or misconduct
- Risk to a child or vulnerable person

will be handled in line with the Safeguarding & Child Protection Policy and may be referred to:

- SportCheer Scotland
- Local Authority Children's Services
- Police Scotland (in an emergency)

8. Behaviour During the Complaints Process

All parties are expected to:

- Communicate respectfully
- Avoid aggressive or abusive behaviour
- Refrain from public or social media discussion

Unacceptable behaviour may result in the complaint process being paused or further action being taken.

9. Whistleblowing

Champion Dance & Cheer supports whistleblowing in line with SportCheer Scotland expectations.

Concerns raised in good faith regarding unsafe practice or misconduct will be taken seriously and addressed appropriately.

10. External Escalation

If a complainant is dissatisfied with the outcome, concerns may be escalated to:

- SportCheer Scotland
- Local Authority services
- Relevant external bodies

11. Confidentiality

Complaints will be handled confidentially and information shared only on a need-to-know basis.

12. Policy Review

This policy will be reviewed annually or sooner if required.

13. Commitment

Champion Dance & Cheer is committed to listening to feedback, learning from complaints, and continually improving standards for the benefit of our athletes and community.