



Complaints & Grievance Procedure (Non-Welfare Issues)

All **minor** complaints or grievances relating to the gymnastic training or behaviour of members should in the first instance be addressed by speaking with the Coach in charge of your child's group at an appropriate time. Should the complainant not be satisfied with the response from the Coach then the complaint should be addressed by speaking to the Head Coach.

All **major** complaints or grievances relating to the gymnastic training or behaviour of members should in the first instance be addressed by writing to, or speaking with the Head Coach. Should the complainant not be satisfied with the response from the Head Coach the complaint should be further submitted in writing to the Club Committee in an envelope marked 'Private and Confidential'.

The Clubs Management Committee will meet to hear complaints within 14 days of a complaint being lodged. The Committee has the power to take appropriate disciplinary action including the termination of club membership.

The outcome of the hearing should be notified in writing to the person who lodged the complaint and the member against whom the complaint was made within 7 days of the hearing.

There will be the right of appeal to the Club Management Committee following disciplinary action being announced. The Club Committee should consider the appeal within 14 days of the appeal being received and will notify the complainant of the out-come of the appeal hearing within 7 days of the hearing. The Clubs Managements Committees decision on the appeal will be the final decision on the complaint.

Complaints & Grievance Procedure (Welfare Issues)

All complaints or grievance relating to Child Protection or Welfare issues should in the first instance be reported to the Club Welfare Officer(s), Francoise Lucas or Neil Pike.

The Welfare officer(s) will then look into the complaint, in accordance with the NSPCC/ BGA Child Protection Procedures, and make a note of the outcome.

The Welfare Officer(s) may report to the Club Committee that a complaint has been made but **may not** disclose the nature of the complaint or the names of the people involved.

Should the complainant not be satisfied with the response from the Clubs Welfare Officer(s) they can take the complaint to:

The County Welfare Officer –
The Regional Welfare Officer - Avril Spriggs 01268 454571
British Gymnastics Ethics & Welfare department – 0845 1297129 option 6.