

GRIEVANCE PROCEDURE



Non-Welfare issues

All complaints or grievances appertaining to the gymnastic training or behaviour of members should in the first instance be addressed by speaking with the Head Coach, should the complainant not be satisfied with the response from the Head Coach then the complaint should be submitted in writing to the Club Secretary.

The 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 membership.

The outcome of a disciplinary 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 Management Committee following disciplinary action being announced. The Committee should consider the appeal within 14 days of the Secretary receiving the appeal and will notify the complainant of the outcome of the appeal hearing within 7 days of the hearing. The Management Committees' decision on the appeal will be the final decision on the complaint.

Welfare issues

All complaints or grievances appertaining to Child Protection or Welfare issues should in the first instance be reported to The Club Welfare Officer.

The Club Welfare Officer is **Jane Lacey**
Mobile: 07889 575 494

The Welfare Officer will then investigate the complaint, in accordance with NSPCA/BG child protection procedures and make a note of the outcome.

The Welfare Officer 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 they can take the complaint to:

The Regional Welfare Officer **Christine Cason**
Mobile: 07504 420629
Email: welfare@london-gymnastics.com

and if still not satisfied: -

British Gymnastics Ethics & Welfare department – **0345 1297129**

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