



# COMPLAINTS / GRIEVANCE POLICY

When a coach, parent or gymnast chooses to make a complaint or grievance, this must be detailed in writing and forwarded to the Head Coach or Welfare Officer, as appropriate.

## **Action to be Taken**

- A letter acknowledging receipt of the complaint will be sent to the individual within 5 working days of receipt of the complaint.
- The Head Coach will appraise the complaint to determine whether this should be dealt with by Directors of the Club, the Welfare Officer and or the Region / British Gymnastics.
- If the complaint is dealt with within the club then the club will endeavour to resolve the situation by implementing action that is fair, reasonable and appropriate to the complaint.
- If the complaint is dealt with at Regional level or by British Gymnastics then their guidelines / procedures will apply.
- On matters dealt with by the club where the individual is still not satisfied, every effort will be made to resolve the complaint but ultimately the decision of the Directors of the club is final.

Signed: \_\_\_\_\_ (Chairperson)

Date: \_\_\_\_\_