

### **Complaint procedure**

The club places the welfare and safety of its members as the highest priority. Our club operates an open-door policy where any gymnast, parent/guardian, coach, official or coach who has a complaint or grievance against any other user of the club is encouraged to raise these in a timely manner to enable the problem to be discussed and resolved as quickly as possible. The following procedure will be followed:

#### **STAGE 1 – Verbally to the Coach / Club official**

The concern or complain should initially be raised with the relevant coach or club official. A face to face meeting should be arranged as soon after the incident as possible. If you would prefer a neutral 3<sup>rd</sup> party present at the discussion, this is acceptable. Both parties should try to remain positive, open, civil and respectful, with the aim of resolving the situation at this initial stage.

#### **STAGE 2 – in writing to the Discipline Lead or Club Business Manager**

1. If it is a more serious concern/complaint that cannot be resolved verbally with the coach or official a written complaint should be submitted to the Discipline Lead Coach (for all coaching matters) or Club Business Manager (for any non-coaching matters) within 15 working days detailing the grievance.
2. If the complaint is against the Discipline Lead Coach, or the grievance relates to the welfare of children, the Gymnast or gymnast's parent should contact the Clubs Welfare Officer.
3. The Lead Coach / Business Manager or Clubs Welfare Officer will arrange a meeting with the relevant parties with 10 working days to discuss the grievance and agree the course of action to address it.
4. The Lead Coach / Business Manager or Clubs Welfare Officer will write to the complainant within 10 working days of the meeting detailing the course of action to be taken, and the reasons for them.

#### **STAGE 3 – Written appeal to the Board of Directors**

If the complainant is dissatisfied with the outcome, they can appeal in writing to the Board of Directors stating why they are dissatisfied and consider the decision inappropriate.

1. The Board of Directors will hear the submission of both parties and any decision made in stage two will then be reviewed and the outcome must be determined within twenty-eight days of the statements being exchanged.
2. Welsh Gymnastics recommended procedures for dealing with complaints will be followed as above and if an issue cannot be suitably addressed at club level, Welsh Gymnastics will be implemented. A copy of the Welsh Gymnastics complaints procedure can be obtained from their website.

#### **Child Protection Concerns**

The club has a Welfare Officer to whom all matters of child protection and grievances or suspicions of poor practice may be addressed. Details of the WO are available on this document which is available on the website and posted on all club notice boards with their direct contact information. Matters will be dealt with confidentially and only those who need to know will be informed.



#### **Clubs Welfare Officer**

Name: Jean Jones

Contact Number: 07875683642