

Complaints and Grievance Procedure

1. Purpose

The club is committed to providing a safe, respectful, and positive environment for all members, including gymnasts, parents/carers, coaches, volunteers, officials, and spectators. This procedure explains how complaints and grievances will be raised, investigated, and resolved fairly and consistently.

2. Scope

This procedure applies to complaints or grievances relating to:

- Coaching practices or behaviour
- Club administration or management decisions
- Conduct of members, staff, volunteers, or officials
- Equality, bullying, harassment, or discrimination
- Breaches of club policies or codes of conduct

This procedure does not replace safeguarding or child protection procedures. Any concern involving the welfare of a child or vulnerable person must be reported immediately under the club's Safeguarding Policy.

3. Principles

- Complaints will be handled **promptly, fairly, and confidentially**
 - All parties will be treated with **respect and impartiality**
 - No individual will be disadvantaged for raising a genuine concern
 - Records will be kept securely and in line with data protection requirements
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4. Informal Resolution

Where appropriate, concerns should first be raised informally.

- The complainant should discuss the issue with the relevant coach, welfare officer or manager.
- Many issues can be resolved quickly through open and respectful communication
- Informal resolution is not appropriate for safeguarding, serious misconduct, or discrimination concerns

5. Formal Complaint Procedure

5.1 Submitting a Formal Complaint

If the issue cannot be resolved informally, a formal complaint should be submitted:

- In writing (email)
- Within a reasonable timeframe (normally within 14–28 days of the incident)
- Including:
 - Name and contact details of the complainant
 - Details of the complaint (dates, times, individuals involved)
 - Any supporting evidence
 - Desired outcome (if appropriate)

Complaints should be sent to the **Manager, HR or Welfare/Safeguarding Officer**.

5.2 Acknowledgement

- The club will acknowledge receipt of the complaint within **7-14 days**
 - The complainant will be informed of the next steps and expected timescales
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5.3 Investigation

- An impartial person will investigate
 - Relevant parties may be interviewed and evidence reviewed
 - The individual complained about will be informed of the complaint and given the opportunity to respond
 - Safeguarding concerns will be escalated immediately in line with safeguarding procedures
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5.4 Outcome

- A written outcome will be provided once the investigation is complete
 - Possible outcomes may include:
 - No further action
 - Mediation or apology
 - Training or guidance
 - Disciplinary action (in line with club rules)
 - Referral to the national governing body or external authority
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6. Appeals

- If the complainant is dissatisfied with the outcome, they may submit a written appeal within **7–14 days**
 - Appeals must state the reason (e.g. procedural error or new evidence)
 - An appeal will be reviewed by individuals not involved in the original investigation
 - The decision of the appeal panel is final
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7. Safeguarding and Serious Concerns

Any complaint involving:

- Abuse or neglect
- Serious misconduct
- Criminal behaviour
- Immediate risk to a child or vulnerable person

Must be reported **immediately** to the Club Welfare/Safeguarding Officer and handled in line with:

- The club's Safeguarding Policy
 - The national gymnastics governing body
 - Statutory authorities where required
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8. Confidentiality and Records

- All complaints will be handled confidentially, shared only on a need-to-know basis
 - Written records will be kept securely
 - Data protection legislation will be observed at all times
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9. External Escalation

If a complaint cannot be resolved at club level, it may be referred to:

- The relevant **national gymnastics governing body**
 - External mediation or statutory bodies, where appropriate
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10. Review

This procedure will be reviewed regularly by the club committee and updated as necessary.