



North Walsham Gymnastics Club



North Walsham Sports Centre, Spenser Avenue, NR28 9HZ

NORTH WALSHAM GYMNASTICS CLUB – COMPLAINTS PROCEDURE & GRIEVANCE POLICY

As a club affiliated to British Gymnastics, the club is bound by the BG Procedures for complaints, disciplinary issues and Membership suspensions and expulsions.

The club places the welfare and safety of its members as the highest priority.

Any issues, complaints or grievances will be dealt with sensitively and confidentially at all times.

Stage One

- If a parent/carer has an issue or wishes to make a complaint about some aspect of the club's activity, about the conduct of an individual member of staff or any other club related subject, it will often be possible to reach a resolution by simply speaking to an appropriate club official, such as the individual concerned, Parent Liaison, the Club Coach in charge of the session or a Welfare Officer.
- We respectfully request that any discussions are held at an appropriate time, ideally a mutually agreed time, in a respectful manner and with appropriate respect to all individuals concerned.
- Should a parent/carer feel that they have a particularly sensitive issue to discuss which may require more privacy then please contact Alexis Thurston or Pat Johnson directly to make an appropriate appointment time. *(contact details can be found at the bottom of this document)*
- If a satisfactory resolution cannot be found then refer to stage two.

Stage Two

- If informal discussions of an issue or a complaint have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in writing for the attention of the Head Coach Alexis Thurston. Ensure that all relevant details are included such as the individual concerned, dates, evidence and any other important information. *(contact details can be found at the bottom of this document)*
- The Head Coach will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 15 working days. If there is any delay the Head Coach will advise the parent/carers of the reasons. The Head Coach will provide a full written reply.
- If you are not satisfied with the outcome you can request that the matter is referred to the Club Management Committee (CMC). This request must be made in writing for the attention of the CMC. *(contact details can be found at the bottom of this document)*



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Stage Three

- The CMC will acknowledge receipt of the complaint as soon as possible.
- Within 15 working days the CMC will fully investigate the matter and hold a specially convened meeting.
- The Chair of the CMC will ensure that a written reply is sent within 28 days of being in receipt of the complaint, outlining how the complaint was investigated and detailing the outcome of the investigations and their final decision.
- Where applicable a copy of the final outcome and any recommendations or amendments to club policies and procedures will be made available to any individuals involved and a copy sent to the Head Coach.
- If the parent/carer are still not satisfied with the outcome they can raise the complaint to British Gymnastics. (*contact details can be found at the bottom of this document*)

Contact Details:

Head Coach: Alexis Thurston

Written contact: F.A.O Head Coach, 12 Lime Tree Road, North Walsham, NR28 9DY

Email: alexis.thurston@north-walsham-gymnastics-club.co.uk

Welfare Officer: Pat Johnson

Written contact: F.A.O Welfare Officer, 12 Lime Tree Road, North Walsham, NR28 0DY

Available to speak to at gymnastics session.

Parent Liaison/ 2nd Welfare Officer: Donna Yarham

Available to speak to at gymnastics sessions.

Chair of the CMC: Mike Brooks

Written contact: F.A.O Chair CMC, 12 Lime Tree Road, North Walsham, NR28 9DY

British Gymnastics Ethics & Welfare Department: 0845 129 7129 ext 234