

## **SOUTH ESSEX GYMNASTICS CLUB LIMITED. COMPLAINTS AND GRIEVANCE - POLICY**



South Essex Gymnastics Club is affiliated to British Gymnastics and is bound by the British Gymnastics procedures for complaints disciplinary and Membership suspensions and expulsions.

- South Essex Gymnastics Club places the welfare and the Health & Safety of its members as the highest priority.
- The club has designated Health & Safety and welfare officers. Grievances and suspicions of poor practice should be directed through the Managers. All matters will be dealt with confidentially and only those who need to be informed will be involved.
- British Gymnastics procedures for dealing with complaints will be followed and if an issue cannot be suitably resolved at club level, then British Gymnastics procedures will be implemented.
- A copy of the British gymnastics complaints procedure is available from the British Gymnastics website:

[conduct and discipline \(british-gymnastics.org\)](http://british-gymnastics.org/conduct-and-discipline)

[file \(british-gymnastics.org\)](http://british-gymnastics.org/file)

### **GENERAL COMPLAINTS AND GRIEVANCES**

- If you have a complaint of an open nature, please speak with the Head Coach in charge of the session who will relay it to the relevant manager.