



STARLIGHT



TRAMPOLINE & GYMNASTICS CLUB

COMPLAINTS PROCEDURE

1.0 INTRODUCTION

- 1.1 Starlight Trampoline and Gymnastics Club constitution and the conditions of membership require that all members comply with British Gymnastics regulations and conduct themselves in accordance with both British Gymnastics and the Club Codes of Conduct and Policies.

2.0 AIMS

- 2.1 The Club is committed to providing a quality service, and will take a fair and consistent approach to the handling of complaints. Every effort will be made to resolve complaints to the satisfaction of all parties concerned.
- 2.2 We aim to resolve complaints within a reasonable timescale and provide a fair investigation and resolution process.
- 2.3 Members are encouraged to work together to bring about resolutions by taking a collaborative approach.

3.0 SCOPE

- 3.1 The procedures describe the process by which breaches or alleged breaches of conduct are to be brought to the attention of Club Officers and the Club Committee, and how they are to be investigated and considered, who is authorised to take action, the way in which investigations are to be conducted and the actions that may be taken.

4.0 DEFINITION

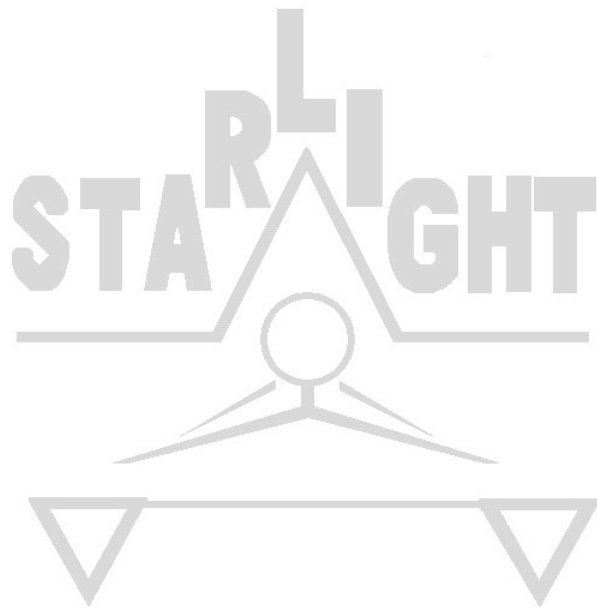
- 4.1 A complaint is a written expression of dissatisfaction where it appears that there has or may have been a breach of the club and/ or British Gymnastics policies or codes of conduct, and where a resolution is explicitly or implicitly expected.

5.0 PRINCIPLES

- 5.1 All complaints, concerns or allegations raised in writing regarding welfare will be followed up regardless of there being an identified complainant.
- 5.2 Any person may make a complaint whether a member or not.

6.0 PROCEDURE

- 6.1 All coaching and gymnast related complaints or concerns should initially be discussed with the Director of Coaching or Coach in charge.
- 6.2 All formal complaints should be directed in writing to the Club Chairman, who will review the complaint with the Director of Coaching and Welfare Officer, and identify a Lead Officer who will be responsible for investigating the complaint.
 - The complaint will be:
 - Acknowledged, and a standard acknowledgement template, Appendix A, is available for this purpose, and should be sent with a copy of this complaints procedure.
 - Reviewed.
 - Brought to the attention of the Committee at the next meeting.
- 6.3 The parties involved with or subject to the complaint will be notified of the complaint as appropriate.
- 6.4 In the case of a welfare complaint or serious breach of conduct the matter may be referred directly to British Gymnastics and / or other statutory bodies.
- 6.5 Complaints will be handled in confidence, but in order to make a thorough investigation it may be necessary to share the details of the complaint with Club Officials and Coaches on a 'need to know' basis.
- 6.6 Investigation may involve discussion with relevant parties, as appropriate, to seek to achieve a satisfactory resolution and a report back to the Club Committee within a reasonable timescale. However, sometimes the complexity of a complaint may mean that it will take some time to investigate and in such cases the complainant will be advised.
- 6.7 All Committee discussions on complaints will be recorded in confidential minutes that will not be published.
- 6.8 After investigation the Committee may consider any of the following actions:
 - Dismiss the complaint as unfounded and take no further action.
 - Determine that formal disciplinary action must be taken without delay.
 - Refer the matter to another organisation for review.
 - Request another person or organisation to resolve the matter.
 - Review the club policies, procedures or codes of conduct.
 - Review the club operation or management.
 - Impose sanctions as deemed appropriate.
- 6.8 The Lead Officer will advise the complainant and all other relevant parties in writing of any action to be taken.
- 6.9 The Club will record all complaint information and resolutions.



STARLIGHT



TRAMPOLINE & GYMNASTICS CLUB
8 Broadmeadow Close, Totton, SO40 8WB

APPENDIX A

XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX

DATE XXXXXX

Dear XXXXXXXX,

Complaint: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

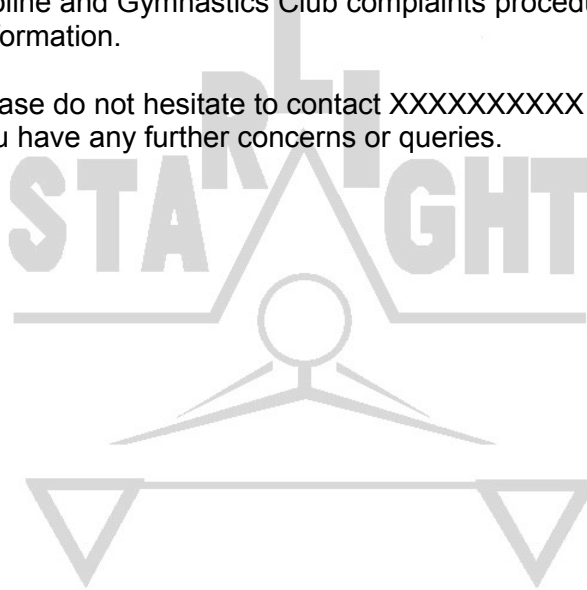
Thank you for your (*letter/e-mail*) dated XXXXXXXX regarding XXXXXXXXXXXXXXX.

Please be assured that your concerns will be reviewed at the earliest opportunity under the Starlight Trampoline and Gymnastics Club complaints procedure which I have attached for your information.

In the meantime please do not hesitate to contact XXXXXXXXXX as the Lead Officer for your complaint if you have any further concerns or queries.

Yours sincerely,

XXXXXXXXXX
(*designation*)



CC: Club Secretary