

Complaints and Grievance Procedure

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.

Southampton Gymnastics Club has a designated Health, Welfare and Safety Officer to whom all complaints, grievances and suspicions of poor practice should be addressed. Matters will be dealt with confidentially and only those who need to know will be informed.

The British Gymnastics procedures for dealing with complaints will be followed and if an issue cannot be suitably addressed at club level, the British Gymnastics procedures will be implemented.

A copy of the British Gymnastics Complaints Procedure and the Policy for Safeguarding and Protecting Children and Vulnerable Adults is available from the Club Administrator or copies can be obtained from British Gymnastics.

Club Welfare Officers: Hannah Pompa & Julia Barnard

Email: welfareteam@sotongym.co.uk

Phone: 07708570976

Complaints and Grievance Procedure

The diagram below shows the Club's procedure for dealing with complaints. The complaint will go through each stage of the procedure stopping when a resolution is reached. General Complaints follow the procedure shown on the right. Welfare Complaints follow the procedure on the left. Welfare complaints in which a child is considered to be in immediate danger will be referred directly to the police.

