

Complaints and Grievance Procedure

Southampton Gymnastics Club

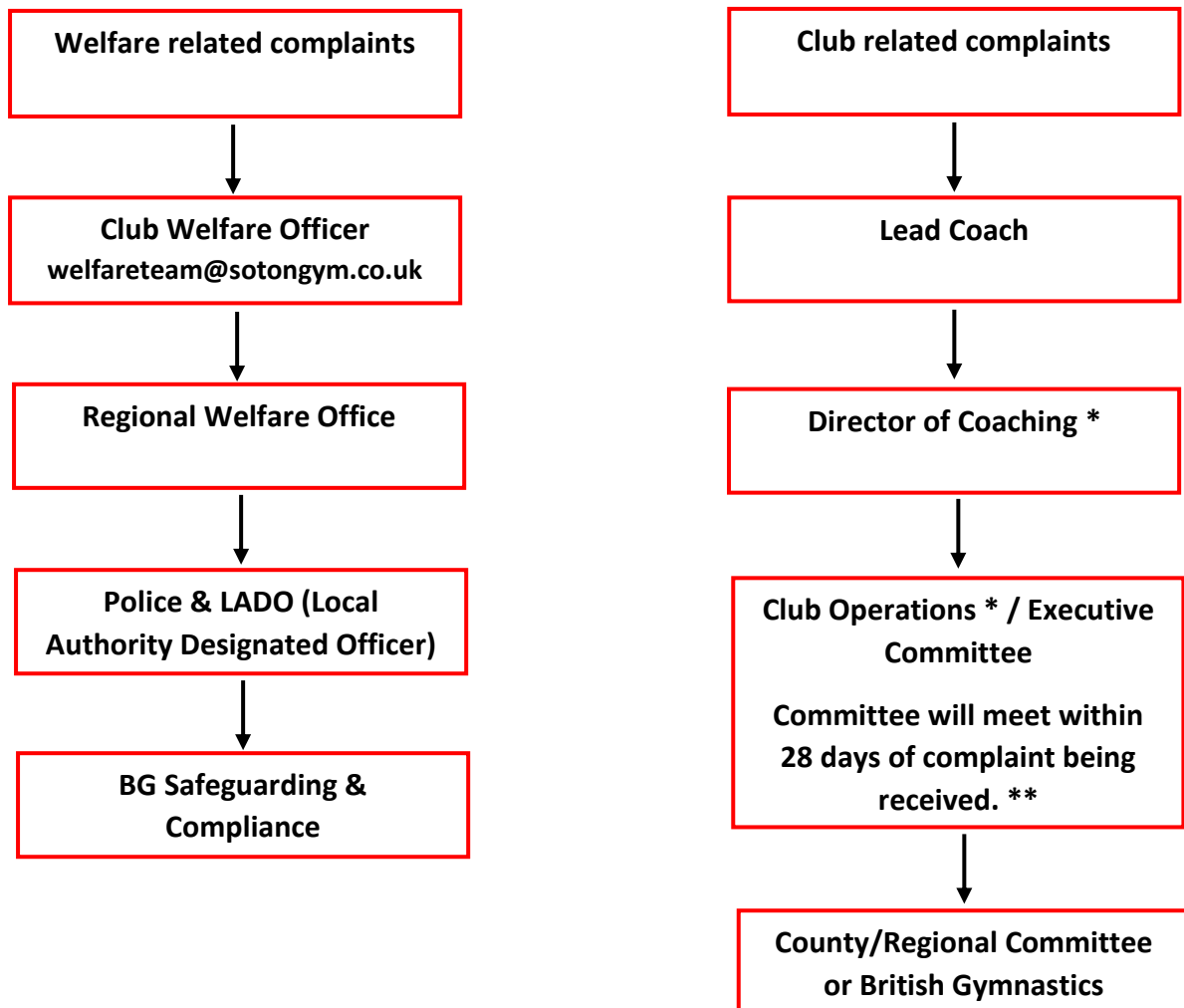
Version Control & Revision History

Date	Author	Amendments	Version
		Procedure Creation	V1
29.09.17	AT	Procedure Review – no changes	V2
18.04.18	CY	Procedure Review – formatting	V3
27.01.25	AR	Procedure Review – formatting	V4

Complaints and Grievance

Please refer to the Parent to Club Communication flowchart in an initial instance. If not satisfied with the outcome, please follow the steps below. All complaints must be in writing by email.

(If you are unsure whether your complaint should be addressed by welfare or not, please follow the procedure set out on the left. Welfare will advise if the club related complaint procedure should be followed)



* If the complaint is raised regarding the Director of Coaching or Operations Manager, please contact the Club Chair person.

** SGC reserve the right to amend the process or follow a different process should staff not be available to follow the above within a timely manner.

As a club affiliated to British Gymnastics, Southampton Gymnastics 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 have designated Welfare Officers to whom all welfare related 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.

Club Welfare Officers:

Julia Barnard & Paul Blick

Email: welfareteam@sotongym.co.uk

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 Operations Manager or copies can be obtained from British Gymnastics.

The diagram above 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.