

Complaints and Grievance Policy...



Be
Gymnastics

Be Gymnastics is aligned with the British Gymnastics procedures for any complaints and disciplinary issues. Our club places the safety and welfare of our members at its highest priority. All formal complaints and grievances should be addressed directly to our welfare officers who are contactable on the email at the bottom of the policy. All matters will be dealt with confidentially and only relevant parties will be involved.

The British Gymnastics procedures will be followed if the complaint/issue cannot be resolved with our club – this can be found on the British Gymnastics website.

Be Gymnastics is committed to providing a safe, progressive, consistent and accessible service to all members and their parents/carers. We always aim to provide high quality services for all but we do accept sometimes things do not always go to plan. In such circumstances, we would want to know so that we can correct/modify them and learn from any developmental opportunities. We aim to resolve any problems as soon as they occur and if not then the parent/carer should follow the formal complaints procedure set out below but not before either a discussion or correspondence has taken place to attempt to sort the problem or issue raised. The head coach/welfare officer is responsible for investigating and dealing fully with complaints.

If any issues jeopardises the immediate safety and welfare of any member of our club then the regional welfare officer/relevant authority may be informed.

Stage One

If a parent/carer has a complaint about some aspect of our clubs activity, or about the conduct of an individual member of our team, it will often be possible to resolve the issue by simply speaking to the individual concerned and/or the club coach in charge of the session. Our club is committed to open and regular dialogue with parents/carers and welcomes all comments whether positive or negative. Please try to make any complaints at an appropriate time (i.e. end of session/change over times). If a satisfactory resolution cannot be found then stage two will come into operation.

Stage Two

If informal discussion or email correspondence of an issue or complaint has not produced a resolution to the situation then parents/carers should put their complaint in writing to the head coach or welfare officer. Relevant names, dates and circumstances should be supplied with the information. The head coach/welfare officer will acknowledge receipt of the complaint as soon as possible and fully investigate within normally a period of 21 days. If there is any delay the head coach/welfare officer will keep you up to date with the progress.

If the complainant is not satisfied with the outcome, then the complaint can be referred to the British Gymnastics regional welfare officer.

Stage Three

The British Gymnastics regional welfare officers will follow the British Gymnastics procedures and policies. Communication may be involved between the regional welfare officer, the complainant, and the club. The regional welfare officers will keep everyone updated on any progress or delays and will aim to resolve the issues that arise including if additional organisations/authorities need to be involved.

The complaint may also be passed to the British Gymnastics team for review.

Should you wish to raise any concerns or queries regarding our complaint and grievance policy, please contact us at begymnasticsclub@gmail.com or alternatively, contact our Club Welfare Officer at begymnasticswelfare@gmail.com