

Harlequin School of Gymnastics

Complaints & Grievance Procedure

All **MINOR** complaints or grievances relating to the gymnastics training or behaviour of members should in the first instance be addressed by speaking with the *Head Coach Nikki Gundry or a Welfare Officer*, where the complaint can be dealt with in confidence.

All **MAJOR** complaints or grievances relating to the gymnastics training or behaviour of members or non-members should in the first instance be addressed by email to the Welfare Officers in confidence at harlequinwelfareteam@gmail.com, or speaking with the *Head Coach Nikki Gundry*. Should the complainant not be satisfied with the response from the Head Coach then the complaint should be referred in writing to British Gymnastics.

The Head Coaches & Welfare Officers will meet to hear complaints within 14 days of a complaint being logged. They have the power to take appropriate disciplinary action including a suspension period or the termination of membership.

The outcome of a disciplinary meeting should be notified in writing to the person who logged the complaint and the member against whom the complaint was made.