

PARENTS COMPLAINTS/GRIEVANCE PROCEDURE

- As a club affiliated to British Gymnastics, Southampton Gymnastics Club is bound by the procedures for complaints, disciplinary issues and membership suspension and expulsion.
- The club places the welfare and safety of its members as the highest priority within the club.
- All complaints regarding the behaviour of members should be submitted in writing to the club welfare officer. Matters will be dealt with confidentially and only those who need to know will be informed.
- All complaints will be dealt with within 14 days of the complaint being lodged. The Management Committee has the power to take appropriate disciplinary action including the termination of membership.
- The outcome of any investigation/disciplinary hearing will be notified in writing to the person making the complaint and the person against whom the complaint was made within 14 days of the hearing.
- There will be a right to appeal to the Management Committee following disciplinary action being announced. All appeals will be considered within 14 days.
- 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.