



# **COMPLAINTS AND GRIEVANCE PROCEDURES**

Southbourne Gymnastics Club places the welfare and safety of its members as the highest priority, and has the following policy in place for complaints and grievances.

- 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 has a designated Health and Safety Officer (Club Manager) and designated Welfare Officer (Vicky Mckay) 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 Protection of Children and Vulnerable Adults can be obtained from British Gymnastics.