



Berkhamsted Gymnastics Club

Complaints and Grievance Procedure

Version number	Date published /reviewed	Revisions made
1.0	02/06/2019	
2.0	24/07/2020	
3.0	09/05/2021	Branded, Updated email addresses and checking of document
4.0	14/08/2023	Addition of the T&D Consultant details Removal of form and comments box in stage one. Addition of contacting clubmanager@berkhamstedgymnastics.co.uk

Berkhamsted Gymnastics Club is committed to providing a safe, stimulating and accessible service to all of its members. We aim to provide a high-quality service at all times and for everyone, however we accept that sometimes things do not go to plan.

This policy is designed to help resolve complaints and grievances as quickly and fairly as possible. All complaints/grievances will be dealt with sensitively and confidentially at all times.

If your matter is related to safeguarding, you need to contact the welfare officer by emailing welfare@berkhamstedgymnastics.co.uk

This policy applies to all club members, their parents / carers and all staff members employed by Berkhamsted Gymnastics Club.

PROCEDURE

Stage 1

If you have a complaint or grievance, you should in the first instance speak to the individual concerned. If this is a coach, they can be contacted via email: membership@berkhamstedgymnastics.co.uk. The member of staff will then respond

within 10 working days of the email being received to take into consideration any annual leave or club closures. Alternatively, you may request a feedback, make a complaint or share a concern with our Club Manager via email if you do not feel comfortable to speak to the individual coach directly: clubmanager@berkhamstedgymnastics.co.uk . The complaint/grievance should be raised as soon as possible. You will be advised of the next step that will be taken to resolve your complaint/grievance and you will receive a final response within fifteen working days.

Stage 2

If you are not satisfied with the outcome at Stage 1, you may submit a written statement of the grievance to the Training and Development Consultant: carina@berkhamstedgymnastics.co.uk . You should do this within ten working days of receiving the final response at Stage 1. Please include all relevant names, dates, evidence and other important information related to the complaint/grievance. The Training and Development Consultant will acknowledge receipt of your complaint / grievance and fully investigate the matter within 15 working days. They will keep you up to date with any developments, will advise you of any delays and will inform you of their decision in writing.

Stage 3

If you are not satisfied with the outcome at Stage 2, the grievance / complaint may then be referred to the BGC Executive Committee. The executive committee are in place to ensure that any final decisions that are made benefit the community, individuals involved and the club, and can be contacted by email using the addresses listed below for the Secretary or Chair. They will acknowledge and investigate the matter and respond in writing within 15 working days.

If you are still not satisfied with the outcome, you may contact British Gymnastics.

Contacts:

Training & Development Consultant: carina@berkhamstedgymnastics.co.uk
BGC Committee Chair: chair@berkhamstedgymnastics.co.uk
BGC Secretary: secretary@berkhamstedgymnastics.co.uk
BGC Welfare officer: welfare@berkhamstedgymnastics.co.uk
British Gymnastics: 0345 1297129 or www.british-gymnastics.org