



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 |
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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 office by emailing welfare@berkhamstedgymnastics.co.uk

This policy applies to all club members, their parents / guardians and all staff members employed by BGC.

PROCEDURE

Stage 1

If you have a complaint or grievance, you should in the first instance speak to the individual concerned. Alternatively, you may request a feedback/complaints form from the reception desk and on completion, post it in the Comments Box in the reception area. 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.

In the event the matter is not resolved, Stage 2 of this procedure will come into operation.

Stage 2

If you are not satisfied with the outcome at Stage 1, you may submit a written statement of the grievance to the Club Manager / Head of Gymnastics / Chair of the BGC Committee. 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 Club Manager / Head of Gymnastics / Chair 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.

If you are not satisfied with the outcome, the complaint / grievance may be dealt with at Stage 3.

Stage 3

If you are not satisfied with the outcome at Stage 2, the grievance / complaint may be referred to the BGC executive Committee. 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:

Head of Gymnastics: headofrec@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