



# Complaints & Grievance Policy

As a club affiliated to British Gymnastics, the club is aligned by the BG procedures for complaints and disciplinary issues. The club places the Welfare and safety of its members as its highest priority.

Sussex Martlets Trampoline Club has a designated welfare officer whom formal complaints and grievances should be addressed to and who is contactable through mobile and email.

Matters will be dealt with confidentially and only those who need to know will be informed. The British Gymnastics procedures will be followed if a complaint cannot normally be settled at club level. A copy of the BG procedure can be obtained from British Gymnastics.

## Complaints Procedure

Sussex Martlets Trampoline Club is committed to providing a safe, stimulating, consistent and accessible service to all members and their parents/carers. We always aim to provide high quality services for everyone, but we do accept sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from any developmental opportunities.

Usually, it should be always possible to resolve any problems as soon as they occur. If not then the parent/carer should follow the formal complaints procedure set out below if you do not feel able to have a discussion or correspondence with the coach.

Normally the head coach will deal with investigating any problems or issue raised.

### Stage One

- If a parent/carer has a complaint about some aspect of the club's activity, or about the conduct of an individual member of the team, it will often be possible to resolve the issue by simply speaking to the individual concerned and/or the coach in charge of the session. The club is committed to open and regular dialogue with parents/carers and welcomes all comments whether positive or negative. Please try to make any complaints at an appropriate time (i.e. end of session/change over times). If a satisfactory resolution cannot be found, then stage two will come into operation.

### Stage two

- If informal discussion or email correspondence of an issue or complaint have not produced a resolution to the situation then parents/carers should put their complaint in writing to the Head Coach or welfare officer. Relevant names, dates and circumstances should be supplied with the information.
- The Head Coach/Welfare officer will acknowledge receipt of the complaint as soon as possible and fully investigate within normally a period of 15 days. If there is any delay the Head Coach/welfare officer will keep you up to date with progress.

If the complainant is not satisfied with the outcome then the complaint can be referred to the Chair of the club committee for review.

### Stage three

- The Chair of the committee will refer the complaint to all the club committee members and the South East regional welfare officer to investigate. The club chair will confirm receipt of the complaint and respond within 15 days.
- The full response will be copied to all committee members concerned with recommendations for any further actions to be taken and any amendments to club policies and procedures emanating from the investigation.
- The Chair of the meeting will send a reply to the complainant within four weeks outlining how the complaint was investigated and detailing the outcome.

### Stage Four

- If the complainant is not satisfied then it will be referred to British Gymnastics for review.

### Contacts

Head Coach – Mo Jackson 07738866435 [sussexmartletscommittee@gmail.com](mailto:sussexmartletscommittee@gmail.com)

Welfare Officer – Natalie Pullen 07470408403 [natalie.pullen96@gmail.com](mailto:natalie.pullen96@gmail.com)

Club Chair – Sally Walker [saw64@hotmail.com](mailto:saw64@hotmail.com)

South East Regional Welfare Officer – Mike Gevaux 07905019357  
[southeast.rwo2@british-gymnastics.org](mailto:southeast.rwo2@british-gymnastics.org)

British Gymnastics Ethics & Welfare Dept. 0845 129 7129 ext 2346