

Complaints & Grievance Procedures

Version 1.1 June 2014

Should gymnasts wish to complain about any services provided by East Coast Gymnastics, they are advised to follow the procedure stated below. In the unlikely event that gymnasts exhaust this procedure and remain dissatisfied with the decision made by East Coast Gymnastics, they may take their complaint to the BGA Quality Management Team (QMT).

It is ultimately the responsibility of the Club Administrator to ensure that this procedure is published and accessible to all personnel, gymnasts and any relevant third parties. However, the coaches themselves are responsible for ensuring this information is fully understood by the gymnasts who commence courses/programmes in their area.

Stage 1

An informal complaint can be made to the gymnast's tutor/assessor. The tutor/assessor should discuss the complaint with the gymnast and attempt to agree a way forward or a solution that suits both parties. Gymnasts should allow the tutor/assessor sufficient time to investigate or remedy the grievance. Gymnasts should voice their complaint within 20 working days of the course/programme or any assessment with which they are dissatisfied.

Stage 2

If the complaint cannot be resolved informally to the satisfaction of gymnasts, or if gymnasts feel that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing using the East Coast Gymnastics Gymnast Complaints Form to the Current Club Administrator. Gymnasts should use the complaint form to provide a detailed account of their grievance. The Club Administrator will write to gymnasts to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken. The Club Administrator will carry out an investigation, which will involve the relevant parties and other members of personnel, and will write to the gymnast within 20 working days with [his/her] findings and a decision as to whether the complaint was justified.

Stage 3

If gymnasts have followed Stage 1 and/or 2 of the complaints procedure and are still dissatisfied with the outcome, they have the right to take their complaint to the governing body (British Gymnastics Association) within 20 working days of the decision being communicated to them by East Coast Gymnastics.



Gymnast Complaint Form

Stage 1

Before completing this form, gymnasts are advised to follow Stage 1 of the complaints procedure and initially try to rectify the issue prior to submitting a formal complaint.

Stage 2

Gymnasts are required to complete this form and forward it to the Club Administrator.

Name:	
Address:	
Emailaddress:	
Contactnumber:	
Date complaint submitted:	
Date on course/assessment:	
Incident Number: (If applicable)	

Describe the nature of your complaint as fully as possible:

Please attach an additional sheet if necessary.

Signature of complainant:		Date:	
RECEIVED BY :		Date:	

DISCLAIMER : EAST COAST GYMNASTICS is in no way affiliated or held accountable to **Chapel St Leonards Primary School** and no grievance or complaint of any form should be presented to **Chapel St Leonards Primary School**, or any member of their staff.