

# Elstree School of Gymnastics Ltd

## Complaints and 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. Elstree School of Gymnastics Ltd has a designated Welfare Officer whom formal complaints and grievances should be addressed to and who is contactable at the email address [welfare.esg@outlook.com](mailto:welfare.esg@outlook.com). 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 complaints procedure can be obtained from the clubs website or the BG procedure can be obtained from British Gymnastics.

### Complaints Procedure

Elstree School of Gymnastics Ltd 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 but not before either a discussion or correspondence has taken place to attempt to sort the problem or issue raised. Under normal circumstances the head coach, Lindsay Digweed, will be responsible for investigating and dealing fully with complaints. In the case that a complaint may be regarding or involving the head coach then this matter will be investigated by another company director. For any complaints that are considered welfare issues these are always dealt with by the welfare officer, Vanessa Bunn.

### Stage One

If a parent/carer has a complaint about some aspect of the clubs activity, or about the conduct of an individual member of the team, it will often be possible to resolve the issue by sending an email to [lindsay@teamesg.co.uk](mailto:lindsay@teamesg.co.uk). The club is committed to open and regular dialogue with parents/carers and welcomes all comments whether positive or negative. Please try not to speak to coaches during coaching time. Whilst we appreciate many people would prefer speaking face to face this takes coaches away from gymnasts during their classes. If you would like to organise a phone call, zoom call or face to face meeting (covid measures dependent), we are happy to arrange this for a mutually suitable time if you request via email. 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 has not produced a resolution to the situation then parents/carers should officially 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.

### **Stage Three**

If the complainant is not satisfied then it will be referred to British Gymnastics for review. However please note that British Gymnastics are only able to intervene for welfare issues and will not get involved in disputes over fees or similar issues.

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