

City of Edinburgh Gymnastics Club

GRIEVANCE/COMPLAINTS PROCEDURES

The club operates an open policy under which any gymnast, parent/guardian or coach who has a grievance or complaint against any other user of the club is encouraged to make their feelings known to the club in a timely way so the problem can be discussed and resolved quickly.

Stage 1... Verbally with the coach/official or volunteer

The gymnast or gymnast's parent should discuss with the relevant coach or club volunteer that they have a complaint against. This should be done face to face, as soon after the incident as possible. It maybe useful to have a neutral 3rd party present at the discussion. Both parties should try to remain open, civil and respectful, with the aim of resolution and improving things for the future.

Stage 2 – in writing to the Head Coach

1. If it is a serious complaint against a coach or volunteer and it is not appropriate or possible to resolve it directly with the relevant person, the Gymnast or gymnast's parent should write to the Head Coach within 15 working days detailing the grievance.
2. If the complaint is against the Head Coach, or the grievance relates to the welfare of children, the Gymnast or gymnast's parent should write to the Child Protection Officer.
3. The Head Coach (or Child Protection Officer) will arrange a meeting with the relevant parties within 10 working days to discuss the grievance and agree the course of action to address it.
4. The Head Coach (or Child Protection Officer) will write to the gymnast/ gymnasts parent within 10 working days of the meeting detailing the course of action to be taken, and the reasons for them.

Stage 3 – written appeal to the Executive Committee

1. If the gymnast is dissatisfied with the outcome they can appeal in writing to the Executive Committee
2. The gymnast should state why they are dissatisfied and consider the decision inappropriate
3. The Executive Committee will hear the submission of both parties
4. The decision made in stage two will then be reviewed
5. The outcome must be determined within twenty-eight days of the statements being exchanged.