



## Cotswold Gymnastics Club

### COMPLAINTS PROCEDURE

Cotswold Gymnastics Club operate strictly within a policy of openness, fairness, and transparency. Your observations are important to us therefore, if you think we are failing you then we need to hear about it, and below is our Complaints procedure policy for gymnasts, and parents.

#### **Complaints Procedure for Gymnasts**

In the first instance the gymnasts should discuss any problems with their coach.

If this is not possible it should be brought to the attention of the club welfare officer, Adrian Innes.

Thereafter a written complaint to the Committee, if the issue cannot be solved by them, then a letter to our governing body, (British Gymnastics) may be necessary.

#### **Complaints Procedure for Parents & Careers**

In the first instance the parent/career should discuss any problems with the child's coach;

If this is not possible it should be brought to the attention of the club welfare officer, Adrian Innes.

Thereafter a written complaint to the Committee, if the issue cannot be solved by them, then a letter to our governing body, (British Gymnastics) may be necessary.