

**COTSWOLD GYMNASTICS CLUB CASC LIMITED**

**COMPLAINTS AND GRIEVANCE PROCEDURE**

| **Approved By** | **Owner** |  |  |
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| The Board | CGCCL Directors |  |  |
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| 1.0 | Adopted by CGCCL Directors | Approved | 1.10.23 |
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This procedure sets out the actions to be taken when a complaint or allegation is made to a Club Official or where a Club official has concerns about misconduct by any participant.

In this context, misconduct includes any breach of rules, policies or codes of conduct of the club or of British Gymnastics.

It also includes any breach of etiquette, which is defined as being “a breach of good manners or behaviour not in conformity with the accepted traditions of gymnastics’.

It is intended that this procedure should only be used in serious cases where formal investigation and determination is appropriate and required.

Any concerns not requiring this degree of formality should be referred to the Head Coach, Welfare Officers or other responsible person.

**Making Complaints**

In the event that any individual feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct has been broken, they should follow the procedures below:

1. Report the matter to the Head Coach or Welfare Officers or another member of the Committee. The report should include:

• Details of what, when and where the occurrence took place

• Any witness statement and names

• Names of any others who have been treated in a similar way

• Details of any former complaints made about the incident, date, when and to whom made

• A preference for a solution to the incident.

2. The Club’s Committee will sit for any hearings that are requested.

3. The Club’s Committee will have the power to:

• Warn as to future conduct • Suspend from membership

• Remove from membership any person found to have broken the Club’s Policies or Codes of Conduct.

• Dismiss the complaint

**Serious Misconduct**

If the Lead Officer to whom a complaint has been made:

• Considers the alleged misconduct might result in criminal charges against a member of British Gymnastics; or

• Considers the alleged misconduct may involve a breach of child protection policy by a member of British Gymnastics

they are to suspend further action under this procedure and the complaint should be referred to the Head of Ethics and Welfare at British Gymnastics.