

# PENTLAND GYMNASTICS CLUB

## COMPLAINTS & GRIEVANCE PROCESS



As a club affiliated to Scottish Gymnastics (SG), Pentland Gymnastics Club is bound by the SG procedures for complaints, disciplinary issues and membership suspensions and expulsions.

The club places the welfare and safety of its members as the highest priority. Our Club operates an open-door policy where any gymnast, parent/guardian, coach, official or coach who has a complaint or grievance against any other user of the club is encouraged to raise these in a timely manner to enable the problem to be discussed and resolved as quickly as possible. The following procedure will be followed:

### **Stage 1... Verbally to the Coach / Club official**

The concern or complaint should initially be raised with the relevant coach or club official. A face-to-face meeting should be requested as soon after the incident as possible. If you would prefer a neutral 3rd party present at the discussion this is acceptable. Both parties should try to remain positive, open, civil and respectful, with the aim of resolving the situation at this initial stage.

### **Stage 2 – in writing to the Discipline Lead Coach or Club Business Manager**

1. If it is a more serious concern/complaint that cannot be resolved verbally with the coach or official a written complaint should be submitted within 15 working days detailing the grievance. Complaints should be directed to the Head Coach and emailed to [pentlandgymnastics@gmail.com](mailto:pentlandgymnastics@gmail.com) or submitted using the “*Say Something, See Something*” QR code:



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 contact the Safeguarding Officer by emailing [pentlandsafeguarding@gmail.com](mailto:pentlandsafeguarding@gmail.com)
3. The Head Coach or Safeguarding 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 Safeguarding Officer will write to the complainant 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 Committee**

If the complainant is dissatisfied with the outcome they can appeal in writing to the Committee stating why they are dissatisfied and consider the decision inappropriate

1. The Committee will hear the submission of both parties and any decision made in stage two will then be reviewed and the outcome must be determined within twenty-eight days of the statements being exchanged.

Scottish Gymnastics recommended procedures for dealing with complaints will be followed as above and if an issue cannot be suitably addressed at club level, Scottish Gymnastics procedures will be implemented. A copy of the Scottish Gymnastics complaints procedures can be found on the [Scottish Gymnastics website](#).