



COMPLAINTS and GRIEVANCES POLICY

MAPLE Gymnastics is committed to ensuring that it listens to its members and will take reasonable steps to act and implement good advice offered.

- MAPLE Gymnastics is affiliated to British Gymnastics and bound by British Gymnastics procedures for complaints, disciplinary issues and membership suspensions and expulsions.
- MAPLE Gymnastics places the welfare and safety of its members as the highest priority.
- MAPLE Gymnastics has one designated Welfare Officers Janine Pickering to whom all complaints, grievances and suspicions of poor practice should be addressed. Alternatively the Head Coach, Lindsay Broomfield may be approached.
- Matters will be dealt with confidentially and only those who need to know will be informed.
- The British Gymnastics procedures for dealing with complaints will be followed and if an issue cannot be suitably addressed at club level British Gymnastics procedures will be implemented.
- A copy of the British Gymnastics Complaints Procedure and the Policy for Protection of Children and Vulnerable Adults can be obtained from British Gymnastics.