



THE ACADEMY OF
GYMNASTICS

Portishead Bristol BS20 7BL

Tel: 01275 840077

Website: www.thegymacademy.co.uk

Email: admin@thegymacademy.co.uk

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GRIEVANCE POLICY

The Academy of Gymnastics seeks to create a working environment that is as harmonious as possible where effective working relationships are maintained.

Eligibility

This policy applies to all the Clubs members.

Definition of a Grievance

- A grievance is a complaint made by a member about their treatment at the club or any matter related to the organisation affecting the member
- A member cannot bring a grievance about a managerial decision, but may do so if they believe that the decision or the process used to reach the decision was incompatible with the Club's policies or applied in a discriminatory or unreasonable fashion.
- It is not possible to raise a grievance against an agreed Club policy or against a piece of legislation or statutory regulation which the Club is required to follow

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Registered address – Woodlands Grange, Bradley Stoke, Bristol BS32 4JY

Company No: 4454506



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Use of Grievance Policy

The policy is designed to allow an initial informal discussion at which it is hoped the majority of grievances will be settled. Grievances should be resolved as close to the event as possible, to minimise disruption and upset and where possible resolved informally. If an informal settlement of the grievance is not possible it will be dealt with under the formal procedure.

If you have a grievance but are uncertain as to what action you might take, or if your grievance involves sensitive issues, you should seek advice from your British Gymnastics

In the event of any difference arising, which cannot immediately be resolved, then whatever practice or agreement existed prior to the difference shall continue pending a settlement or until the agreed procedure has been exhausted.

Procedure

If you wish to make a complaint, you should firstly raise it with the Head Coach (Liz Kincaid), if however the complaint is against the Head Coach and you felt unable to raise the complaint with her you should raise the matter with the Welfare Officer (Tracy Matthews).

Informal Stage

You should inform the Head Coach that you have a grievance and that you wish to discuss it with her. This informal notification should take place as

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soon as possible and in normal circumstances, within fifteen working days of the event or circumstances which has given rise to the grievance

After seeking advice if necessary from British Gymnastics the Head Coach will talk to you about your grievance within a further ten working days after receiving the informal notification.

Within five working days of this discussion you will be advised in a short informal note of any action she proposes to take to resolve the grievance.

Formal Stage

If you believe that the grievance has not been satisfactorily resolved at the informal stage then you may submit a written statement of the grievance to your Club Chairperson setting out the areas of dissatisfaction with the earlier decision. You should do this within ten working days of receiving the Head Coach's response.

Your Chairperson will discuss the original grievance with a representative from British Gymnastics and will investigate the grounds of the complaint, meeting with witnesses and reviewing all documentation as appropriate.

Your Club Chairperson along with the Governing Body official, will meet with you within fifteen working days of receiving your written statement, to consider the grievance.

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He will give you their decision in writing within five working days of this meeting

Appeal

If the response at the end of the formal stage does not satisfactorily resolve the grievance you may appeal against the decision.

You do this by giving written notification of the reasons for your dissatisfaction to the member of the British Gymnastics responsible for your function within fifteen working days of receiving the written response.

This notification should be copied to your Club Chairperson. The paperwork from the previous stages will be passed to British Gymnastics who will decide who should handle the appeal.

A meeting will be arranged to consider your appeal.

The meeting should be held within twenty working days of the receipt of your written request. A decision will be made as to whether or not your grievance has been substantiated and if so what action should be taken. This decision will be communicated to you in writing within five working days of the appeal being heard.

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Time Limits

Throughout the procedure there are time limits which must be adhered to. The time limits are upper limits and efforts should be made to deal with matters as quickly as possible. However in exceptional circumstances with the agreement of both parties, the time limits may be extended, eg due to the unavoidable absence of key individuals.

Implemented November 2006

Next Review November 2007

Reviewed April 2012

Reviewed September 2015

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