



THE ACADEMY OF
GYMNASTICS

1 Harbourmead, Harbour Road

Portishead Bristol BS20 7AY

Tel: 01275 840077

Website: www.thegymacademy.co.uk

Email: admin@thegymacademy.co.uk

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GRIEVANCE / COMPLAINTS POLICY AND PROCEDURE

The Academy of Gymnastics seeks to create a high-quality environment that is as harmonious as possible for children, their parents and our staff. At regular intervals, the management meet to discuss the daily running of the Club and where improvements can be made.

Should at any time you are unhappy with some aspect of the service you are receiving at The Academy of Gymnastics and you feel you wish to make a formal complaint, either verbally or in writing, The Academy of Gymnastics internal complaints procedure will ensure that your complaint is handled professionally and courteously and will meet the following standards:

Eligibility

This policy applies to all the club 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 ordinarily bring a complaint about a managerial decision. However, should they believe this decision was incompatible with the Club's Policies or applied in a discriminatory or unreasonable fashion, a complaint can be made.
- It is not possible to raise a complaint against an agreed Club Policy or against a piece of legislation or statutory regulation which the Club is required to the follow.

Use of Grievance/Complaint Policy

The policy is designed to outline the process of a grievance or complaint. To minimise disruption and upset, grievances should be resolved as close to the event as possible.

ACADEMY OF GYMNASTICS CLUB LTD Private company Ltd by Guarantee

Registered in England & Wales – Company Number 04454506

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If you have a grievance or complaint but are uncertain as to what action you might take, or if your grievance involves sensitive issues, you should seek advice from your Club Welfare Officer.

Procedure

If you wish to make a complaint, you should firstly raise it with the Club Manager. If, however, the complaint is against the Club Manager and you felt unable to raise the complaint with them, you should raise the matter with the Club Welfare Officer.

Stage One

Misunderstandings can often occur and as a result we suggest an informal discussion between the Club Manager and yourself should be the first stage. Our intention is to resolve issues at this stage so they do not need to continue onto Stage Two.

Should the outcome of this discussion not satisfy your grievance then a more formal procedure is detailed below.

Stage Two

You should inform the Club Manager that you have a grievance and that you wish to discuss it with them. This informal notification should take place as 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 Club Manager 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 they propose to take to resolve the grievance.

All steps will be recorded and saved on file in accordance with GDPR.

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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 the Club Manager setting out the areas of dissatisfaction with the earlier decision. You should do this within ten working days of receiving the Club Manager's response.

The Club Manager will discuss the grievance initially with the Club Welfare Officer and will communicate the informal stage and settlement. They will investigate the grounds for the formal complaint, meeting with witnesses (or appointing an agent to do so) and reviewing all documentation as appropriate.

The Club Manager along with the Club Welfare Officer, will meet with you within fifteen working days of receiving your written statement, to consider the grievance.

They will give you their decision to uphold or dismiss the grievance in writing within five working days of this meeting. All steps during this stage will be recorded and shared with the British Gymnastics Regional Welfare Officer.

Appeal

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

You can do this by giving written notification of the reasons for your dissatisfaction to the National Governing Body within fifteen working days of receiving the written response.

This notification should be copied to the Club Manager and Club Welfare Officer. All recorded material and any statements from the previous stages will be passed to the National Governing Body who will decide how to progress 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 your grievance has been substantiated and if so what action will 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, e.g. due to the unavoidable absence of key individuals.

Club Manager - Olivia@thegymacademy.co.uk

Welfare Officer - tracymatthews@live.co.uk

Reviewed Aug 2021.

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