

Complaints and Grievance Procedure

All Stars Gymnastics Club takes seriously its responsibilities towards members and visitors in ensuring that it provides a safe and equitable environment for all. We adopt transparent policies that are developed in line with British Gymnastics guidelines and welcome constructive interaction with members and others. However, we recognise that on occasions, individuals may wish to register a complaint or grievance.

It is club policy that this procedure will be adopted in a manner so as to make those wishing to register a complaint or grievance to feel they may do so in the knowledge that it will be dealt with fairly and that they should feel free to raise their concerns without fear.

It is further considered to be appropriate that wherever possible such matters should be dealt with amicably within the club itself, preferably between the aggrieved party and the person believed to be the cause of the issue or concern.

If you have any concerns, in the first instance you should speak with your son/daughter's coach either before or after a training session.

If after speaking to the coach you remain unhappy with the response, please contact either the Head Coach or Management Committee. Thereafter, if the concerns have still not been resolved to your satisfaction, complaints should be made in writing to the club.

The Club also has a designated Welfare Officer whose name can be found in the Membership Pack or by speaking to Reception. If the concern is over Welfare, please contact the Welfare Officer who will follow the correct Welfare Policy/Procedure.