



Unit 8B St Michaels Estate, Oldgate, Widnes, Halton, Cheshire, WA8 8TL

Tel no: 07824879671, 0151 422 0154 email: [focusgymnastics@me.com](mailto:focusgymnastics@me.com)  
Web site: [www.focusgymnastics.com](http://www.focusgymnastics.com)

## **Complaints and Disciplinary Policy**

The purpose of this document is to establish a complaints and disciplinary policy, which will give a structure and course of action in the event of a complaint being made / received about a Coach, Judge, Volunteer, Gymnast, Parent or Guardian. This policy is required in order to comply with the Codes of Conduct and rules of the Club.

### **All Members**

The policy shall apply to all Coaches, Judges, Volunteers, Gymnasts, Parents, Guardians or third parties. (A copy to be displayed on the notice board).

All Coaches, Judges and Volunteers will be served with a copy of the complaints policy upon appointment.

### **Complaint**

A complaint shall be any dissatisfaction made about the conduct of any Coaches, Judges, Volunteers, Gymnasts, Parents or Guardians whilst undertaking any activity within the club.

The complaint may be made by any:

- Coach, Judge, Volunteer, Gymnast
- Parent or Guardian of another Gymnast
- Member of public
- Other member of the Club
- Other person on behalf of those above

Complaints may be made in person or in writing to any member. Anonymous complaints in writing will be accepted. The complaint may relate to inappropriate language, behaviour or conduct detrimental to the well being and reputation of club or its members.

Any members who receive a complaint must inform an appropriate person i.e.

- Head Coach
- Welfare Officer
- Other Member

### **Hearing Process**

The hearing shall consist of the **disciplinary panel** (3 appointed members), the voluntary attendance of the complainant and / or their representative and the person subject of the complaint and / or their representative. If a person subject of a complaint or their representative declines to attend any panel hearing, the hearing shall continue in their absence.



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### Outcome

- (a) Where a complaint is upheld against or admitted to by Coach, Judge, Volunteer, Gymnast, Parent or Guardian the following options may be open to the panel:
- (b) Informal resolution
- (c) Recorded verbal warning
- (d) Recorded written warning
- (e) Asked to leave the club

For any of the options above to be considered all the panel members must be in agreement with the findings and outcome.

The outcome of all panel meetings shall be recorded in the complaints register. All parties concerned with the complaint shall receive written notice of the outcome within 7 days.

Previous punishments / sanctions imposed by the panel hearing shall be taken into account when considering new punishment / sanction.

Any conduct of a criminal nature that takes place during Gymnastic activities or club business shall be referred to the appropriate authority. Any conduct of a criminal nature that takes place that is not Gymnastic activities or club business shall be considered by the disciplinary panel.

### Recording

All complaints received shall be recorded in a register held at the Club. The register will be kept secure but open to scrutiny from British Gymnastics. The register shall contain details of the complainant, details of the person subject to the complaint and the outcome of any subsequent panel meeting.

### Notification

Where a Coach, Judges, Volunteer, Gymnast, Parent or Guardian are the subject of a complaint the member will be notified in writing within 7 days of the complaint being made.

### Resolution

When a complaint is considered by the disciplinary panel, a decision shall be made as to the further conduct of that complaint. The further conduct shall consist of:

- (a) No further action
- (b) To investigate the matter through a panel hearing
- (c) To refer the matter to a higher authority

### Appeals

All appeals must be submitted within 21 days of the outcome to the club. If you are dissatisfied with the outcome you can also contact British Gymnastics.



# FOCUS INSTITUTE OF GYMNASTICS

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