



Complaint and Grievance Procedure

As the Meapa is affiliated to British Gymnastics, the Club is bound by the BG procedures for complaints, disciplinary issues and membership suspensions and expulsions.

The Meapa places the welfare and safety of its members as the highest priority.

The Club has a designated Welfare Officer (Val Payne Tel:- 01474-532818) to whom all complaints, grievances and suspicions of poor practice should be addressed. Matters will be dealt with confidentiality 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, the British Gymnastics' procedures will be implemented.

A copy of the British Gymnastics' Complaints Procedure and the policy for Protection of Children and Vulnerable Adults is available from the Director of Coaching or copies can be obtained directly from British Gymnastics.

It is within the Club's interest that should a situation arise whereby a person either associated or otherwise, wishes to make a complaint directly relating to the Club, coaches or members associated with the Club that the said complaint should be dealt with in a fair and timely manner.

For all employees of the Club there are formal procedures already published in the "Handbook of Club Procedures", under Section 15 – Equal Opportunities Grievance Procedure and Section 25 – Grievance Procedure.

Any other complaints should where possible be dealt with in the following manner:

1. The complaint should be conveyed to the Director of Coaching, either directly or via a senior member of the Club. The Director of Coaching will then register the complaint and aim to resolve it as quickly as possible.
2. Where either the complaint is unable to be resolved satisfactorily or the nature of the complaint dictates otherwise, the complaint should be raised in writing to the Meapa Trustees.
3. The Meapa Trustees will consider the complaint and will respond in writing to the complainant and confirm what action, if necessary, is deemed appropriate.
4. If necessary, the complainant will have the right to reply to the Trustees decision. The reply should be again made in writing to the Meapa Trustees.
5. The Meapa Trustees will consider the reply and if necessary review the decision previously made to reach a satisfactory resolution.
6. In exceptional circumstances, the Trustees may wish to convene a meeting with the Complainant to discuss the issues.
7. Following such a meeting the Trustees will write to the Complainant with the decision of the Trustees. This decision will be final.