



Billings Rhythmic Gymnastics Club

Complaints & Grievances

If you have any complaints or grievances relating to the gymnastic training or behaviour of members then you should speak to any club official (as detailed below). I hope that we can resolve your problem immediately.

Depending on the nature of the problem, or if the complaint cannot be resolved immediately, you should put your complaint in writing to the Head Coach marked '**Private and Confidential**'. We do accept anonymous complaints, but please be aware anonymous complaints are very difficult to investigate.

After making your complaint in writing, we will acknowledge receipt of your complaint within 14 days and endeavour to resolve the matter as soon as possible. We will investigate the matter and talk to all relevant people to gather as much information as possible. You will be informed in about the investigation process. The matter will be dealt with confidentially to ensure that the process affects no child.

If the complaint leads to disciplinary action, we will still inform you of the outcome unless it affects a child or creates a risk between other people. If this is the case, we will try to explain how the outcome may affect you.

The Club's official's decision on the appeal will be the final decision on the complaint. The club has the power to take appropriate action including the termination of club membership.

Whom do I speak to regarding my complaint or grievances?

Firstly, Welfare Officers Team

Senior Welfare & Safeguarding lead – Andrea Jeffery

Welfare Officer – Dawn Wootton

Welfare Officer – Sharon Stanton

The welfare officers are present at every training session.

Welfare@billings.com

Secondly, Head Coach – Joanne Gardner

Coach – Helen Barber

coaches@billings.com

If you wish to speak to someone outside of the club then contact:

British Gymnastics Ethics & Welfare Department – Tel: 0845 1297129 option 6 (welfare)