

## **COMPLAINTS AND GRIEVANCE PROCEDURE**

### **BURY SPECTRUM GYMNASTICS CLUB**

- As a club, Bury Spectrum Gymnastics is affiliated to British Gymnastics (BG) and is bound by BG's procedures for complaints, disciplinary issues and membership suspensions and expulsions.
- Bury Spectrum Gymnastics places the welfare and safety of its members as the highest priority.
- The club has a designated team of Welfare Officers of which all issues relating to welfare can be reported to. All other concerns should be addressed to Lynsey Palframan or Ken Neale.
- Matters will be dealt with confidentially and only those who need to know will be informed.
- The BG's procedures for dealing with complaints will be followed and if any issue cannot be suitably addressed at club level, the BG procedures will be implemented.
- A copy of the British Gymnastics Complaints Procedure and the Policy Protection of Children and Vulnerable Adults is available from the office or copies can be obtained from BG