

CHELTENHAM & GLOUCESTER GYMNASTICS CLUB

Cheltenham & Gloucester Gymnastics Club Complaints Procedure

If you have a complaint or concern about any club member – be it gymnast, coach, officer, volunteer or any other parent please let us know as soon as possible.

How to Complain:

- We hope that most problems can be sorted out quickly, often at the time that they arise and with the person concerned.
- If your problem cannot be sorted out this way and you wish to make a complaint please speak to or email us at cggcenquiries@gmail.com
- Parents are reminded that for safety reasons, they should not approach any of the coaches during classes and should arrange an appointment with the Head Coach/Welfare Officer via the receptionist.
- Ideally this should be as soon as possible after the incident concerned, in a matter of days or at most weeks while the incident is still fresh in the memory.
- If your complaint is regarding the health and safety/wellbeing of a gymnast, parent or coach, please address your written complaint to the Club's Welfare Officer cggcwelfare@gmail.com.

What the Club will do:

Your complaint will be acknowledged and we aim to have looked into your complaint within 2 weeks of the date that you raised the matter with us. A record will be maintained of all complaints and concerns – whether verbal or written.