

Operating Address: Billesley Tennis Centre  
Wheelers Lane  
B13 0ST

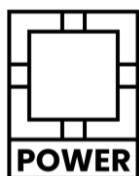
## **Complaints and Disciplinary Procedure**

### **DOCUMENT DETAILS**

Document Reference	Power GT Complaints and Disciplinary Procedure
Version	3.0
Issue Date	July 2025
Review Date	July 2026
Document Author / Owner	Charlotte Cunningham / Power Gymnastics Trampoline
Applicability	All users and employees of Power GT

### **VERSION HISTORY**

Version	Date	Reason for release / version update	Issued by
1.0	June 2023	Creation of documentation	Charlotte Cunningham
2.0	July 2024	Annual review of document	Charlotte Cunningham
3.0	July 2025	Separation of policy into two sections; i. Complaints and ii. Disciplinary	



## COMPLAINTS POLICY

### Level 1: Informal Concerns

**Concerns:** We expect that most concerns, where a staff member, parent or gymnast seeks intervention or some other action to be taken, can be resolved informally.

**Notification** should be VIA personal coach or the head coach and can be verbal or written.

### Level 2: Formal Complaint

**Notification:** A level 1 concern that is unresolved, or a complaint which needs investigation. This complaint should be written and should include a full explanation of the complaint and all relevant associated documents/evidence for investigation.

**Acknowledgement:** Written Level 2 complaints will be acknowledged by telephone, email or in writing within two working days of receipt, except during centre closures where the acknowledgement will be within five working days.

**Investigation:** Management will appoint a Complaints Officer to act as the “investigator”. The investigator will be impartial to the complaint and should inform the accused of the complaint in writing. The investigator may also:

- Request additional information from the complainant;
- Speak to the accused;
- Speak to others who have knowledge of the circumstance.

The outcome of the investigation will be reported to management who will notify the complainant in writing of their decision and the reasons for it.

**Records:** Written records of level 2 complaints will be obtained. Formal complaints regarding staff/volunteers may result in verbal or written warnings. Staff may be suspended during the investigatory period.

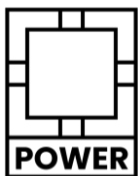
### Level 3: Final Complaint

**Concerns:** We expect that concerns raised from a Level 2 complaint should be expanded, in writing and with evidence

**Acknowledgement:** Written Level 3 will be acknowledged by telephone, email or in writing within two working days of receipt, except during centre closures where the acknowledgement will be within 5 working days. British Gymnastics will be copied into correspondence.

**Investigation:** The level 2 “investigator” will contact British Gymnastics with all evidence provided by any involved party. The date and time of this correspondence will be logged. Power GT will communicate with involved parties every 5 working days regarding updates to the complaint investigation. Once a decision has been made, decisions will be reported to management who will notify the complainant in writing of their decision and the reasons for it within 5 working days of complaint acknowledgement.

**Records:** Written records of Level 3 complaints will be obtained by PGT and BG. Any continued queries regarding the complaint will be treated as harassment.



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## **DISCIPLINARY POLICY**

### **1. Purpose and Scope**

This policy sets out the standards of conduct expected of employees and provides a framework for dealing with instances of alleged misconduct or poor performance. It ensures that disciplinary matters are dealt with fairly, consistently, and in line with the principles set out by the **ACAS Code of Practice**.

This policy applies to all employees of Power Gymnastics Trampoline.

### **2. Principles**

- The procedure is designed to help and encourage all employees to achieve and maintain standards of conduct and performance.
- The aim is to ensure fairness and consistency in the treatment of individuals.
- No disciplinary action will be taken until the matter has been fully investigated.
- Employees will be informed of the allegations against them and will be given the opportunity to respond before any decision is made.
- Employees have the right to be accompanied at formal disciplinary hearings by a trade union representative or a work colleague.
- Employees have the right to appeal any formal disciplinary action taken against them.

### **3. Informal Resolution**

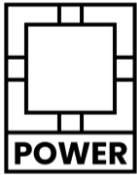
Where appropriate, minor issues of misconduct or poor performance should be dealt with informally. A discrete word with the employee may be all that is required to improve performance or behaviour. Record of this conversation will be kept for 18 months on file.

If the matter is more serious or informal discussion does not lead to improvement, the formal disciplinary procedure will be followed.

### **4. Investigation**

Before any disciplinary action is taken, management will appoint an Investigations Officer to act as the “investigator” to establish the facts of the case. The investigator will be impartial to the investigation. This may involve collecting evidence and interviewing relevant individuals.

An investigatory meeting may be held, but this is not a disciplinary hearing.



## **5. Disciplinary Procedure**

### **5.1 Suspension**

In cases of alleged serious misconduct, an employee may be suspended on full pay while the investigation is carried out. Suspension is a neutral act and does not imply guilt.

### **5.2 Notification**

If, following the investigation, a disciplinary hearing is required, the employee will be informed in writing of:

- The nature of the alleged misconduct
- The date, time and location of the disciplinary hearing
- Their right to be accompanied
- The possible outcomes of the hearing

### **5.3 Disciplinary Hearing**

The disciplinary hearing will be conducted by a manager who has not been involved in the investigation. During the hearing:

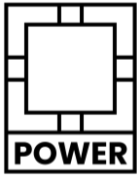
- The allegations will be explained
- Evidence will be presented
- The employee will have the opportunity to state their case, present evidence and call witnesses

## **6. Possible Disciplinary Outcomes**

Following the hearing, the manager may decide on one of the following outcomes, depending on the severity of the case:

1. **No Action**  
No disciplinary action is necessary.
2. **Informal Warning**  
For minor misconduct or first offences.
3. **First Written Warning**  
For more serious offences or if there is no improvement after an informal warning.
4. **Final Written Warning**  
For further misconduct after a first written warning, or serious misconduct.
5. **Dismissal**  
For gross misconduct or further serious misconduct after previous warnings.

Other possible outcomes may include demotion, loss of seniority, or reassignment to different duties (where appropriate).



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## **7. Gross Misconduct**

Examples of gross misconduct may include (but are not limited to):

- Theft or fraud
- Physical violence or threats
- Serious negligence
- Serious insubordination
- Breach of health and safety rules
- Harassment or discrimination

Gross misconduct may result in summary dismissal (dismissal without notice or pay in lieu of notice).

## **8. Right to Appeal**

Employees have the right to appeal against any disciplinary decision. Appeals must be submitted in writing with 5 working days of the outcome, stating the grounds for appeal.

The appeal will be heard by a manager not previously involved in the case. The decision at the appeal stage is final.

## **9. Records and Confidentiality**

All records related to disciplinary cases will be treated as confidential and retained in accordance with data protection laws and internal record-keeping procedures.