

Operating Address: Billesley Tennis Centre
Wheelers Lane
B13 0ST

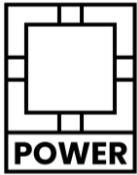
Complaints and Disciplinary Procedure

DOCUMENT DETAILS

Document Reference	Power GT Complaints and Disciplinary Procedure
Version	2.0
Issue Date	July 2024
Review Date	July 2025
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



COMPLAINTS AND DISCIPLINARY 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.