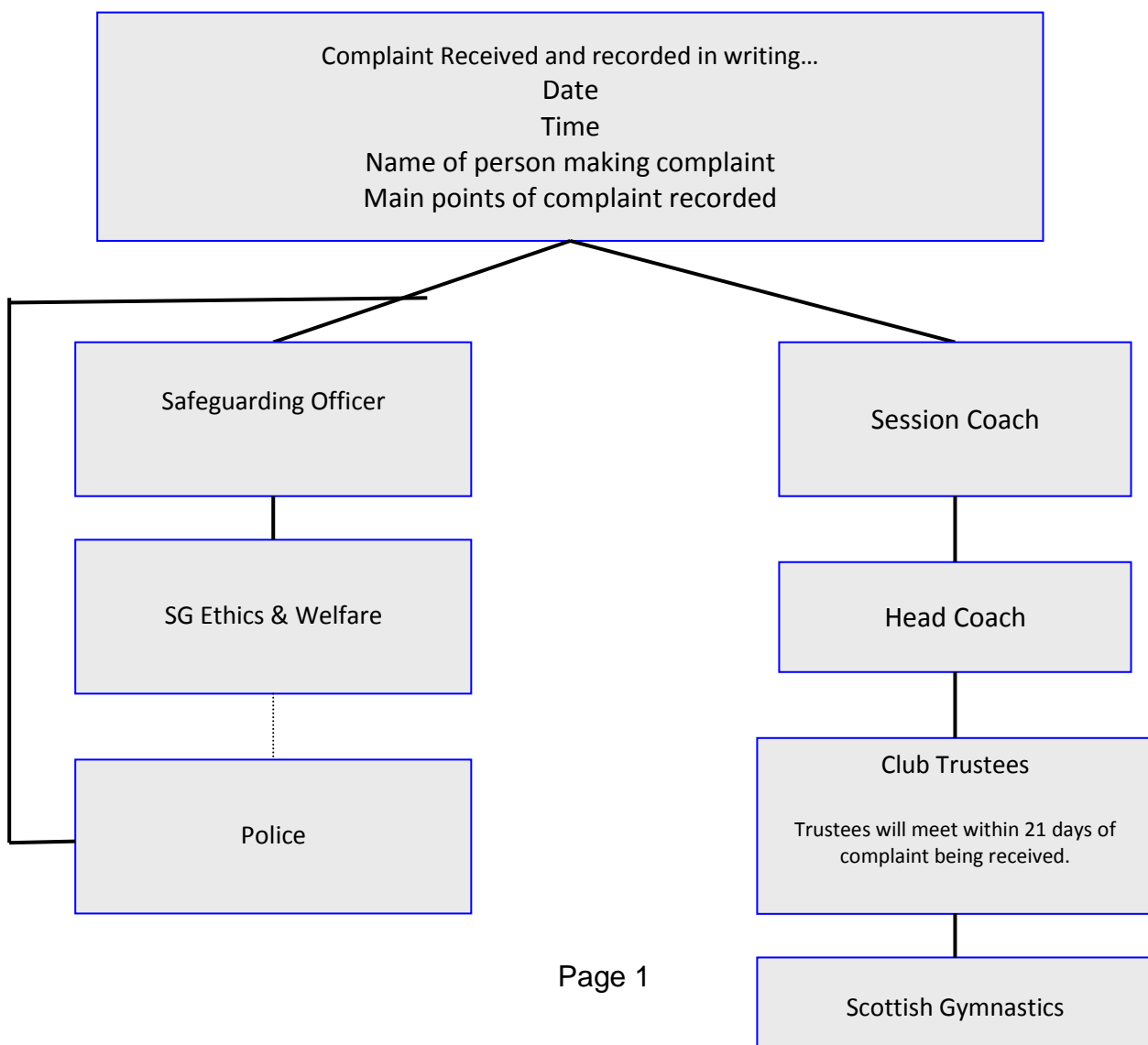




Complaints and Grievance Procedure

The diagram below shows the Club's procedure for dealing with complaints. The complaint will go through each stage of the procedure stopping when a resolution is reached. General Complaints follow the procedure shown on the right. Welfare Complaints follow the procedure on the left. Welfare complaints in which a child is considered to be in immediate danger will be referred directly to the police.





Complaints and Grievance Procedure

As a club affiliated to Scottish Gymnastics, the club is bound by the SG Procedures for complaints, disciplinary issues and Membership suspensions and expulsions.

The club places the welfare and safety of its members as the highest priority.

Sparta Trampoline Club SCIO has a designated Safeguarding Officer to whom all complaints, grievances and suspicions of poor practice should be addressed.

Matters will be dealt with confidentially and only those who need to know will be informed.

The Scottish Gymnastics procedures for dealing with complaints will be followed and if an issue cannot be suitably addressed at club level, the Scottish Gymnastics procedures will be implemented.

A copy of the Scottish Gymnastics Complaints Procedure and the Policy for Safeguarding and Protecting Children and Vulnerable Adults is available from the Club Secretary or copies can be obtained from Scottish Gymnastics.

Izzy Milns

Chief Executive and Head Coach
Sparta Trampoline Club SCIO



Complaints and Grievance Procedure

Sparta Trampoline Club SCIO is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

Usually it should be possible to resolve any problems as soon as they occur. If not then the parent/carer should follow the formal complaints procedure set out below. Under normal circumstances the Club Coach in charge of the session will be responsible for managing complaints.

Stage One

- If a parent/carer has a complaint about some aspect of the club's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or the Club Coach in charge of the session. The club is committed to open and regular dialogue with parents/carers and welcomes all comments on its services regardless of whether they are positive or negative. Please try to make any complaints at an appropriate time (i.e. end of session/change over times).
- If a satisfactory resolution cannot be found then stage two of the procedure will come into operation.

Stage Two

- If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint, in writing, to the Head Coach or the Trustees. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.
- The Head Coach or the Trustees will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 15 working days. If there is any delay the Head Coach or the Trustees will advise the parent/carers of the

reasons. The Head Coach or the Trustees will keep you up to date with what is happening and will give a full reply.

Stage Three

- The Head Coach will refer the complaint and response to the Trustees. The Trustees will investigate the complaint together with the response at a specially convened meeting.
- The Trustees will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 15 working days. If there is any delay the Trustees will advise the parent/carers of the reasons. The Trustees will keep you up to date with what is happening will give a full reply.
- The response will be copied to the staff members concerned with recommendations for any actions to be taken and any amendments to club policies or procedures emerging from the investigation.
- The Chief Executive of the Trustees will send a reply within four weeks outlining how the complaint was investigated and detailing the outcome.
- If you are not satisfied with the outcome, you can raise the complaint to Scottish Gymnastics.

Contacts

Head Coach: Izzy Milns

Safeguarding Officer: Kirsty Abu-Rajab & Amanda O'Donoghue

Scottish Gymnastics Ethics & Welfare Department: 0131 271 9733 or confidentially on 07500049607.