

Uttoxeter Gymnastics Club

Complaints Policy and Procedures

POLICY STATEMENT

UGC is committed to providing a quality service to all members who have reason to have serious concerns about the behaviour of any Coach, Staff Member or Participant. This policy is intended to ensure a fair and consistent approach to the handling of complaints and disciplinary procedures.

These Disciplinary Procedures apply to all members of UGC including Participants and Parents to whom the Standards of Conduct apply and are concerned primarily with misconduct involving serious breaches of the said Standards or the UGC Policies and will aim to:

- Allow complaints to be resolved without formal disciplinary action if possible
- Resolve or determine complaints within a reasonable period
- Provide a fair and rigorous process for those circumstances where formal disciplinary proceedings are necessary

Complaints related to Coaches or Staff Members will be subject to the employment policies and procedures of UGC.

COMPLAINTS MADE TO UGC

Any written complaints received by UGC will, in the first instance, be referred to and considered by the UGC Welfare Officer team. In appropriate circumstances, the Welfare Officer team may involve the Head Coach or the UGC Directors (whoever is most appropriate), and they may proceed in one or more of the following ways:

- Conduct enquiries into and fully investigate the matter.
- Take action to resolve the matter informally.
- Dismiss the complaint as unfounded, or as insufficiently serious to require any further action.
- Refer the matter to another organisation or relevant officer, as appropriate.
- Determine that formal disciplinary proceedings are appropriate, and that action should be taken.
- Refer the matter to British Gymnastics if sufficiently serious.

FORMAL DISCIPLINARY

Where the Welfare Officer team (or where appropriate the Head Coach or Management Team), after conducting enquiries into the matter, determines that formal disciplinary proceedings are appropriate, the matter will proceed in the following way:

The Participant will be informed that formal disciplinary proceedings are being brought.

A Disciplinary Panel made up of appropriately qualified and knowledgeable personnel will be convened.

The Panel may request any person to make written or oral representations or give written or oral evidence concerning the matter under consideration.

The Panel shall hear and determine all issues arising from any matter and may recommend imposing sanctions, in respect of any breach, to the Board of Directors.

The Panel shall inform the Participant and the Board of Directors of all decisions, sanctions or resolutions made in connection to the complaint.

Participants shall have the right to appeal against any decision of a Disciplinary Panel. The appeal should be sent in writing to the Chairman of UGC within 21 days of the decision being communicated to the Participants.

GENERAL POLICY INFORMATION

This policy will be regularly reviewed and updated by the UGC club management team and the UGC Welfare Officer(s), in conjunction with any changes made to the British Gymnastics regulatory framework and any amendments made to UGC policies or procedures.

Last Review Date: September 2023