

Haverhill Gymnastics Club (HGC) is affiliated to British Gymnastics and is bound by the BG Procedures for complaints, disciplinary issues and Membership suspensions and expulsions.

Haverhill Gymnastics Club places the welfare and safety of its members as the highest priority.

The Club has a designated team of Health, Safety and Welfare Officers. Grievances and suspicions of poor practice should be directed to a member of the Board, all of whom hold 'Senior Officer' posts of;

Chair  
Vice Chair  
Secretary  
Treasurer or  
Welfare Officer.

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

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

A copy of the British Gymnastics Complaints Procedure and the Policy Protection of Children and Vulnerable Adults is available on request or copies can be obtained from British Gymnastics directly.

**A Full explanation of the recommended complaints procedure is included in the Members Handbook / welcome pack and provided in the dedicated folder available on the front desk during session times.**

### GENERAL COMPLAINTS AND GRIEVANCES

If you have a complaint or grievance that is of an open nature please speak to the coach in charge of the session or speak to the head coach / chair, who is available at all times via the contact form included on the website or via the main 'Contact us' details available on most club documentation and the website.

If they are unable to resolve the issue the matter will be raised at the next committee meeting.

Any complaint or issue raised at a committee meeting has to be documented and made public knowledge unless requested otherwise for anonymity to be upheld.

## **POLICIES & PROCEDURES**

Haverhill Gymnastics Club has policies and procedures regarding many subjects, including but not limited to:

Health and Safety  
Child Protection  
Fire & Risk Assessment  
Participants with disabilities  
Club constitution  
Photography  
Volunteering  
Codes of conduct  
Payment of fees

If you wish to find out more these or any other club policies, they are provided in the dedicated folder (kept on the front desk during session times) and policies are available from the club web site [www.haverhillgymnastics.org](http://www.haverhillgymnastics.org)

We welcome interest from all members / parents / guardians and we have an open book policy. If there is anything you would like to know about the management of the club, please ask and we will do our best to provide you with answers in a professional and timely manner.

