



COMPLAINTS AND GRIEVANCE PROCEDURE

Springbox Gymnastics is committed to providing fun and safe sessions for our gymnasts. Coaches will endeavour to ensure that best practice is implemented at all times in order to protect the health, safety and welfare of individuals associated with the club. Despite the best efforts at the club there will inevitably be occasions when a concern needs to be addressed and resolved.

In the majority of cases, it will be possible to resolve a problem as soon as it occurs. We promote open communication and are happy to discuss any concerns in confidence at a mutually suitable time (for minor concerns you may talk to the Lead Coach after your child's session.) If the problem cannot be resolved through an informal discussion then the following procedure must be followed.

All complaints must be submitted in writing clearly stating the following:

Date and Time of recorded incident (s)

Name of individual making the complaint

Details of the complaint

Your Complaint will follow the procedures as outlined below which will stopped when a resolution is found:

STAGE	General Complaints	Welfare Complaints	When a child is thought to be in immediate danger
STAGE 1	Head Coach	Head and Club Coach	Social Services / Police
STAGE 2	Club Coach	Welfare Officer	
STAGE 3		Social Services / Police	

CONTACTS:

Club Coach – Sophie Ince (0777 9112343)

Head Coach – Hannah Payne (07757 210221)

Victoria Mitchell (07760 889392)

Lucy Mortimer (07852 906264)

Welfare Officer – Kate Kiln (07973 428380)

- In the case of after school clubs that take place at a school, please also inform Head Teacher or Safeguarding Officer of any concerns.