

## COMPLAINTS AND GRIEVANCE PROCEDURE

Excel Gymnastics Academy is committed to providing a safe and enjoyable learning experience for all gymnasts at the club. Coaches and staff will endeavour to provide a high quality service to all participants and their parents/guardians through implementing best practice at all times to ensure the health, safety and welfare of all individuals associated with the club. Despite the best efforts of the club there will inevitably be occasions when a concern needs to be addressed and resolved.

In most circumstances it is 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 or Head Coach before or 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 stages of the procedure outlined below stopping when a resolution is reached:

	General Complaints	Welfare Complaints	Welfare Complaints (Where a child is believed to be in immediate danger)
STAGE 1	Sessions Lead Coach	Club Welfare Officer	Police
STAGE 2	Head Coach	Children's Social Services	
STAGE 3	Directors	Police	

### Important Contacts:

	Contact Name	Contact Email	Contact Number
Head Office:	Ben Brown Paul Reeve	paul@excelgym.co.uk	01428 748615
Head Coach:	Paul Reeve	paul@excelgym.co.uk	07970 826126
Club Welfare Officer(s):	Karen Osborne Ben Brown	welfare@excelgym.co.uk	07855 971720 (Karen) 07885 611718 (Ben)