



### **Complaints and grievances**

Maldwyn Dragons Gymnastic Club Ltd. Places the welfare of all of its members as the highest priority. Should you have any complaints or grievances, the following guidelines have been set:

#### **Stage 1.**

All complaints should be addressed via your child's coach or head coaches **in writing**. If your complaint is not dealt with satisfactorily (please allow 2 days) then continue to stage 2

#### **Stage 2.**

Direct your complaint in writing to the club welfare officer. An appointment will be made to discuss any issues. If your complaint is still not dealt with to your satisfaction please continue to stage 3.

#### **Stage 3.**

Please obtain a copy of the British gymnastics complaints procedure from the club or British gymnastics.

As the club is affiliated to British gymnastics the club is bound by BG's procedures for complaints, disciplinary issues, and membership suspension, and expulsion. All matters will be dealt with in confidence and only those that need to be informed will be.

Please note that threatening behaviour to any of our coaches/volunteers will not be accepted, in the instance where a coach/volunteer feels threatened at any time, you will be asked to leave. This includes approaching staff in the gym when they are coaching and seeking 1:1 contact with them outside of the gymnasium.

Agreed September 1<sup>st</sup> 2017 by all directors – To be reviewed September 2018

J.O.REES      J.REES                      E.WILLIAMS J.TALYOR      N.EVANS

Jon Rees              Julia Rees              Ed Williams              Jasmin Taylor      Nia Evans

