



Complaints And Grievance Procedures



- As a Club, Bury Spectrum Gymnastics is affiliated to British Gymnastics and is bound by the BG Procedures for complaints, disciplinary issues and Membership suspensions and expulsions.
- Bury Spectrum 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 the manager. 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 from the office or copies can be obtained from British Gymnastics.



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 manager.

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.



Gym Club : 01284 700866

Welfare Officers :

Julietta Saiu-Bell 01284 700866

Jayne Heath 01284 752130

Enrolment and general enquiries :

Reception 01284 700866

Manager: Jean Mealham 01787 377139

