



# COMPLAINTS & DISCIPLINARY POLICY/PROCEDURES

This procedure sets out the actions to be taken when a complaint or allegation is made to the club or where an official of the club has concerns about misconduct by any participant at or in connection with any event.

Misconduct includes any breach of rules, policies or codes of conduct of the club or of BG that apply either generally or specifically to the event. It also includes any breach of etiquette, which is defined as being "a breach of good manners or behaviour not in conformity with the accepted traditions of gymnastics."

## COMPLAINTS

Any written complaints received should be referred to and considered by the Welfare Officer, who may proceed in one or more of the following ways:

- No individual (and/or their family) who raises a concern in good faith, or those who support another person to raise a concern will be treated unfairly as a result of raising the concern.
- The Head Welfare Officer should acknowledge receipt of the complaint and conduct enquiries within 5 days of receiving it.
- The Head Welfare Officer may attempt to resolve the situation by implementing an action, other than a formal hearing, that is reasonable, fair and proportional to the complaint.
- The Head Welfare Officer may dismiss the complaint as unfounded, or as insufficiently serious to require any further action.
- The Head Welfare Officer may refer the matter to another organisation or relevant officer, as appropriate.
- The Head Welfare Officer will determine what formal disciplinary proceedings are appropriate and what action should be taken.
- The Head Welfare Officer should refer the matter to BG if sufficiently serious.
- The Welfare Officer shall inform the Participant of all decisions, sanctions or resolutions made in connection to the complaint.

## FORMAL DISCIPLINARY

- The Participant will be informed that formal disciplinary proceedings are being brought to attention.
- A Disciplinary Panel, made up of appropriately qualified personnel.
- The Disciplinary Panel may request any person to make written or oral representations or give written or oral evidence concerning the matters under consideration.
- The Disciplinary Panel shall hear and determine all issues arising from any matter and may recommend imposing sanctions, in respect of any breach, to the Trustees.
- The Welfare Officer shall inform the Participant of all decisions, sanctions or resolutions made in connection to the complaint.
- *Participants shall have the right to appeal against any decision of a Disciplinary Panel. The appeal should be sent in writing to the Head Coach of Astrid Academy of Movement within 21 days of the decision being communicated to the Participants.*