

City of Canterbury Rhythmic Gymnastics Club

Complaints and Grievance Policy 2021-2022



If you have a complaint or grievance about any part of the Club, please use the following procedures. The Club Committee will follow up your complaint as quickly and effectively as possible, whilst dealing with it sensitively and in confidence.

Our aim is to treat everyone with respect, and in a fair and equal way.

If you have concerns or witness an incident to do with Child Protection or Welfare of a child:

1. Write notes about anything you witness.
2. Contact the Welfare Officer (welfare.ccrqc@gmail.com).
3. Describe or share your concerns regarding the issue with the Welfare Officer. They have been trained to handle such matters and will treat your information with confidence. They might advise you on whom to get further advice from, start welfare procedures or take the issue to the Club Committee.
4. If the matter needs to be taken further the Welfare Officer will have to share the information with the relevant organisations (British Gymnastics, Social Services and/or the police).

If this is a non-urgent Welfare issue:

1. Email the Club Welfare Officer at welfare.ccrqc@gmail.com with your concern.
2. The Club Welfare Officer will arrange a time to speak on the phone or meet with you to discuss your concern.
3. The Welfare Officer will contact those involved and investigate.
4. If the issue has not been resolved, at this stage the Welfare Officer may arrange a mediation meeting between those involved.
5. Depending on the nature and seriousness of the issue the possible outcomes from this meeting may involve Club disciplinary procedures, a referral to the governing body (British Gymnastics), information passed on to Social Services or the police.

If you have an issue or grievance to do with the running of the Club, a Club procedure, Club event, a coach or volunteer, or any other aspect of the Club:

1. Email ccrgchello@gmail.com about your concern. If the issue is specifically about training or competitions please contact your child's coach.
2. If the issue has not been resolved and you wish to request a mediation meeting with the coach and a member of the committee so that a solution can be reached please contact ccrgchello@gmail.com

If a member of the Club has a complaint or issue surrounding a coach or gymnast within the Club, the same process will apply, until the issue is resolved.

Welfare Team