



Procedures for Complaints, Disciplinary Issues, Membership Suspension and Expulsion

Introduction:

Corby Trampoline Club is committed to providing a quality service to its members and the complaints procedure will ensure a fair and consistent resolution to complaints or allegations.

These procedures should be read in connection with the British Gymnastics Association Complaints procedures and Disciplinary procedures.

The complaints procedure will be implemented in relation to complaints or allegations against a club, coach, official or individual member

Procedure:

When an individual chooses to make a complaint it must be detailed in writing and forwarded to the Welfare Officer of Corby Trampoline Club

- A letter acknowledging the complaint will be sent by the person designated to receive the complaint within 5 days of receipt.
- The designated person, in consultation with a second senior official will appraise the significance of the complaint before determining an appropriate course of action.
- The designated persons will inform the person/s against whom the complaint is made and provide detail of the allegations or complaint.
- The accused person will be invited to provide a signed written statement in response to the allegations.
- Upon receipt of the accused person's statement the designated person may request written statements from other relevant persons/witnesses to obtain corroborative evidence.
- Where the committee feels unable to deal with the complaint, or the complainant is unhappy about the way this completing has been dealt with, the complainant may take the complaint in writing to the regional welfare officer.
- If the matter cannot be resolved, then it should be passed to the next higher designated authority or body.
- Once a decision has been made, the complaint and accused person/s will be notified, in writing, of the course of action to be taken
- The accused person/s and complainant have the right to appeal against the decision within two weeks of the receipt of the letter describing the course of action. This appeal to be addressed to the Chairman of the Committee.

Corby Trampoline Club confirms that the above are in line with British Gymnastics Association complaints procedures.

Suspension and Expulsions:

- **The club abides by the decision taken by British Gymnastics with regards to suspension or expulsion of members of BG.**
- Additionally, the Club has the right to suspend any one who does not abide by the rules and regulations of the British Gymnastics Association

All such suspensions will be notified to the individual in writing giving full details and explaining the Appeal procedure

Appeals against suspension must be in writing and notified to the Committee via the Chairperson with a copy to the Regional Secretary

This appeal must contain the grounds of appeal and must be received within 28 days of receipt of the letter informing of the suspension.

Type of Complaint	Persons or body designated to receive the complaint		
	STAGE 1	STAGE 2	STAGE 3
Complaints regarding competitions/ Events organiser or behaviour of coaches or officials	Event Organiser/Controller	Specific Regional Committee Chairman	EMGA
Regional Coaching Course or Examination	Regional Coaching Co-ordinator	Regional Coach Education Panel	Director of Coach Education BGA
Regional Judging Course	Specific Regional Technical committee	Executive Council	Director of Coach. / Judge Education BGA
Issues of Poor Coaching Practice	Club Senior Coach / Chairperson / Club Welfare Officer	Regional Welfare Officer & president	EMGA Executive council
Complaints against a club regarding their administrative practices	Club Senior Coach / Chairperson / Club Welfare Officer	Regional Welfare Officer	EMGA Executive Council
Complaints against an EMGA Official/ EC member	Chairman of EMGA executive Council and / or regional Secretary		
Breaches of Code of Ethics or code of Conduction/etiquette	Club Senior Coach / Chairperson	Regional Executive Council	BGA Chief Executive
Complaints involving breaches of Child Protection Policy	Club Welfare office / child Protection Officer	EMGA Welfare / Ethics officer	BGA Ethics officer

Note: All complaints should be received in writing and considered to be fair, reasonable and proportional action at each stage. If the issue cannot be resolved at the initial stage, or it is considered to be a more serious issue, it should be passed without delay to the designated persons or body at the next stage.

Confidentiality must and will be maintained at all times during any investigation.