

# MK Springers

"Gymnastics from tots to teens for the whole community of Milton Keynes"

## ***Complaints Procedure Policy***

We at MK Springers operate strictly within a policy of openness, fairness, and transparency. Your observations are important to us therefore, if you think we are failing you then we need to hear about it, and below is our Complaints procedure policy for gymnasts, coaches and parents.

### Complaints Procedure for Gymnasts

In the first instance the gymnasts should discuss any problems with their coach; thereafter they should bring it to the attention of the head coach. If this is not possible it should be brought to the attention of the club welfare officer. Thereafter a written complaint to the directors, if the issue cannot be solved by them, then a letter to our governing body, (British Gymnastics) may be necessary.

### Complaints Procedure for Coaches

In the first instance the coach should discuss any problems with the head coach. If this is not possible it should be brought to the attention of the club welfare officer. Thereafter a written complaint to the directors, if the issue cannot be solved by them, then a letter to our governing body, (British Gymnastics) may be necessary.

### Complaints Procedure for Parents & Careers

In the first instance the parent/career should discuss any problems with the child's coach; thereafter they should bring it to the attention of the head coach. If this is not possible it should be brought to the attention of the club welfare officer. Thereafter a written complaint to the directors, if the issue cannot be solved by them, then a letter to our governing body, (British Gymnastics) may be necessary.