



## Complaint, Incident and Allegation Policy

Updated March 2021

### Parent

If a gymnast/parent has cause to raise a complaint or a concern about poor practice, the procedure below should be followed.

Some examples of poor practice are

- Constant criticism of a child
- Forcing a child to do something against their will
- Name calling/sarcasm/racism
- Excessive mentioning of weight
- Use of inappropriate language
- Reducing a child to tears
- Being ignored
- Breach of UK Gymnastics policies
  - o e.g. providing coaching session without enough qualified coaches
  - o Having friendships with children outside of training

### Procedure

1. The parent should call 07808 808815 immediately and speak to Janine, Club Owner as soon as possible after the incident takes place.
2. If the parent would like to, a meeting can be arranged in the gym office. It is for the parent to decide whether she would like to meet face to face, and whether the gymnast is present at this meeting. If agreed by the parent, this conversation can also be done over the phone.
3. At the meeting/during the conversation, the Club Owner will:
  - Listen carefully to the allegations
  - Provide an action plan for what will be done next e.g. the Club Owner will speak with the coach involved / will speak to any other gymnast involved/ will speak to the welfare officer
4. Once the Club Owner has completed the follow up actions, they will send an email to the parent providing confirmation that they have been done and any further actions that are necessary as a result of the complaint.
5. If necessary, the Club Owner will make the Welfare Officer and Clubs HR Consultant, aware of the complaint/allegation.
6. The Welfare Officer will inform UK Gymnastics if required, who will decide whether the coach involved requires a suspension from UK Gymnastics.
7. The HR Consultant will decide whether any action is required at a club level

In the event of any complaint, incident or allegation, at Stortford Gymnastics we will NOT do the following

- Dismiss the concern
- Ridicule or be judgmental of the information disclosed
- Probe for more information than is offered
- Make promises that cannot be kept
- Speculate or make assumptions

- Make negative



comments about the accused person