

## Complaint, Incident and Allegation Policy

### 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
- A Breach of British Gymnastics policies

### Procedure

1. The parent should call 07885666857 and speak to Tom, the Club Owner as soon as possible after the incident.
2. If the parent would like to, a meeting can be arranged. 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 concern.
5. If necessary, the Club Owner will contact the Club's HR Consultant, who will decide whether any action is required at a club level.
6. If necessary the Club Owner will contact the Welfare Officer, who will decide whether to inform British Gymnastics. British Gymnastics will decide whether the coach involved requires their membership to be suspended.

In the event of any complaint, incident or allegation, at StayActive Allstars 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