**Complaints and Grievance Procedure**

The staff of Regis Gymnastic Club will always endeavour to treat all children with care and ensure that they act in the best interests of all participants and parents involved within the club with a professional manner.

However if you feel that this has not always been the case and would like to discuss any matters that may arise then here are the procedures for complaints or appeals:

1. The point of contact in any instance should be the coach in charge of the session or if that is not possible, our Club Welfare Officer (Wayne Jones).
2. If there is not a satisfactory outcome the next point of referral is to the Directors (Anna or Joel King).
3. In the event that a satisfactory conclusion is not reached then the complaint may be reported to British Gymnastics.

Please be advised that coaches have professional reputations to protect and a complainant is advised to use discretion and truth when raising a grievance until a conclusion has been reached which all parties agree upon.