

NORTH EAST LONDON GYMNASTICS CLUB LTD

COMPLAINTS PROCEDURE

Any complaint should in the first instance be discussed informally with the Gym Manager or the Senior Coach on duty.

In the event that the matter is not resolved to the satisfaction of all parties through informal discussion, the following procedure applies:

Stage 1

To begin the procedure a written notice of your complaint should be given to the Gym Manager. The notice should state you are instigating the complaints procedure, give a brief description of the reason for your complaint, include any relevant facts and dates and, where applicable, give the names of the persons concerned.

The matter will be heard by the Gym Manager. In the event your complaint relates directly to the Gym manager, your complaint will be heard by her deputy. Depending on circumstances this may lead to investigation, interviewing witnesses and holding meetings.

Stage 2

You will invited to a hearing to discuss the complaint and must take all reasonable steps to attend. Following the meeting you will notified in writing of the decision. If the situation is not resolved you may appeal in writing, detailing the reasons why you are dissatisfied with the decision. You should appeal within seven days of the decision and address your appeal to the management Committee.

Stage 3

Your appeal will be heard by two independent members of the Management Committee. They will review the initial decision and consider any additional information provided by you. There will not be a re-investigation of the complaint. Following the appeal meeting, you will be advised of the outcome in writing. There is no further stage of appeal beyond this stage.

You have the right to be accompanied at the appeal hearing who can assist you and confer with you at the hearing.

Once the Complaints Procedure has been instigated, the Company aim to resolve the matter as quickly as possible.

Confidentiality -All matters will be handled with the utmost discretion and will, as far as practicable, be kept confidential. In some instances it may be necessary to explain or report the contents of the complaint to others within and outside the Company.

The Company reserve the right to amend this policy from time to time, to omit stages of the procedure and/or to vary the procedure where appropriate in a particular case.