



Monkton **Gymnastics Club**



Complaints Procedure

At Monkton Gymnastics Club we are committed to safeguarding the wellbeing of all our gymnasts/participants. It is important that gymnasts, coaches, parents, and anyone associated with the club should always show respect and understanding for the safety and welfare of others. Therefore, everyone is always encouraged to be open and share any concerns that they may have about any part of Monkton Gymnastics Club.

All complaints, grievances or suspicions of poor practice including names and dates should be submitted in writing to the management team at:

**Monkton Gymnastics Club,
Hedworthfield CA,
Cornhill,
Jarrow,
NE32 4QD**

Or

monktongymnastics@gmail.com

Matters will be dealt with in the strictest confidence and only those who need to know will be informed. Monkton Gymnastics Club will acknowledge your complaint as soon as possible and fully investigate the matter within 14 days.

Investigation will include speaking with parents, gymnasts and coaches involved with the complaint and checking CCTV footage for evidence.

Monkton Gymnastics Club management/committee team will then conduct a meeting and make an informed decision to resolve the complaint.

Please note the management/committee decision is final.

Once a decision has been made all parties involved in the complaint will be informed separately via letter or email.

Many Thanks Monkton Gymnastics Club