



Complaints: Process and Guidance for Dynamite Gymnastics (Affiliated to Scottish Gymnastics)

A "Complaint" includes; grievance, allegation, and query, expression of concern or identification of an issue.

However, wherever possible, those making a complaint should identify whether their communication to the club concerning matters of this kind is or is not intended to be a complaint.

Anyone who is the subject of a complaint must be offered the opportunity to be heard in their defence.

Step One - Making a complaint:

- Any complaint must be made in writing and must contain specific details including dates and times, the issue and names of any witnesses.
- Complaints surrounding bad practice or child protection issues should be addressed to the Child Protection Co-ordinator (CPC).
- Complaints not connected with bad practice/child welfare should be directed to the chairperson/club secretary.

Step Two –Responding to a complaint:

- The CPC should respond within 5 working days, acknowledging receipt of the letter, explaining the process and confirm the timescales which will be followed
- Gather evidence: The CPC should arrange to interview all those involved in the complaint.

- A list of questions specific to the complaint should be compiled and should be adhered to.
- Responses to the questions should be recorded and the witness should then be given the notes to read, agree as a true record, sign and date.
- Arrange to meet with the person against whom the complaint is being made, a copy of the complaint along with the evidence should be provided. He/she should be asked to comment and all details of the interview should be recorded, agreed signed and dated.

Note:

Interviews should be conducted in an objective and fair manner giving all parties an opportunity to respond to an allegation.

Step Three - Review evidence:

- All correspondence and evidence should then be considered either by the CPC and one other or by an independent person from outwith the club.

Step Four - The decision:

Example: complaint against a coach-minor breach of club rules or poor practice:

- An interview should be conducted with the coach to go over the code of practice and expected standards of behaviour.
- A caution or warning as to future conduct should be issued.
- The interview should be recorded and kept on file.
- The decision made and the action taken shall be notified in writing to all interested parties.

Complaints which should be directed to Scottish Gymnastics:

Complaints and or appeals made to Scottish Gymnastics must firstly have exhausted the club's grievance procedure.

No complaint will be looked at by Scottish Gymnastics if this process has not been exhausted.

Exception to this rule:

Scottish Gymnastics will follow up all complaints, concerns or allegations relating to safeguarding / welfare matters including those which are raised anonymously. In some cases, without an identified complainant, Scottish Gymnastics are unlikely to be able to proceed with disciplinary actions, but in all cases, an initial assessment will be made to consider whether there is sufficient substance in the complaint to warrant some initial enquiries or risk assessment. Depending on the nature of the complaint/allegation and in accordance with procedures laid down in the Association's Articles (section 13.4), the President in consultation with one other director may immediately suspend the affiliate pending the outcome of the investigation of any external organisation.

Whistle Blowing:

The welfare of children and young people requires everyone to be committed to the highest possible standards of openness, integrity and accountability. SGA supports an environment where people feel free to raise their concerns with the knowledge that all concerns will be taken seriously. Participants or, in respect of those under 18 years of age or vulnerable adults, their parents, guardians or carers should be able to raise any complaints or concerns including those of poor practice, abuse or misconduct within the club without fear of victimisation. Under no circumstances should clubs and those running clubs, attempt to conceal evidence of poor practice, abuse or misconduct.



Dynamite Gymnastics Grievance Procedure



