**Grievance Procedure**

RAANS Gymnastics Club is a small club that has been running successfully for many years. We'd like to continue with this open friendly approach where parents are welcome to stay and watch their children's classes. As has always been the case at RAANS it is important that if you do have any concerns - whether about a Health, Safety and Welfare issue or the conduct of a coach or volunteer - you come and talk to us as soon as you can.

We endeavour to promote the highest standards of care for participants and have codes of conduct that must be adhered to by all members of the club.

In line with British Gymnastics best practice we have appointed two Child Protection & Welfare Officers, Rebecca Nkoane and Lisa Arnold. Both are available to listen, be supportive and take appropriate action on any welfare matter arising within the club. All matters will be dealt with in the strictest confidence.

In the event of a matter not being resolved by speaking to Rebecca or Lisa the following procedure should be followed:

1. The issue must be must be detailed in writing to the Club Secretary.
2. The Secretary will inform the person against whom the complaint is made and give him/her seven days notice to attend committee meeting.

Once a course of action has been determined the accused person will be notified in writing of the course of action to be taken and the person making the complaint will be informed about the outcome of the enquiry.