



WAVENEY GYMNASTICS CLUB

104 Notley Road
Lowestoft
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www.waveneygymnastics.org
admin@waveneygymnastics.org

COMMUNICATION/COMPLAINTS/GRIEVANCES PROCEDURES

Club feedback forms are available from the front desk for anyone who wishes to provide positive or constructive feedback.

If you wish to raise a concern, please ask to speak to your child's coach stating that you wish to raise a concern. In the first instance, to resolve any issues of concern, your coach will go and get another member of staff that will be present when you speak to them.

For anyone who wishes to make a legitimate, official complaint after speaking to your child's coach, please email the club on admin@waveneygymnastics.org and/or our Head Coach, Alex Row on alex@waveneygymnastics.org

Waveney Gymnastics Club will respond to all communications received and acknowledge receipt of any complaint/grievance form within 7 days.

According to the nature of the complaint, appropriate actions will be taken, and the complainant may be informed as to the conclusion and/or progress of these actions.

All matters will be dealt with in the strictest of confidence and all records will be kept in accordance with Data Protections Regulations.

If necessary, a member of the Welfare Team will also be informed of any concerns.

Complaints and Grievances will be dealt with by Alex Row. Following the nature and the investigations of the complaint, the complaint will be passed on to a director of the club.

DIRECTORS AND MANAGEMENT OF WAVENEY GYMNASTICS CLUB

Revised by	Hazel Densham	Revision 2	February 2024
Approved by	Alex Row		