

# LONDON GYMNASTICS

*Providing the perfect balance of fun, passion and precision*



## COMPLAINTS, GRIEVANCE and DISCIPLINARY POLICY

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London Gymnastics is committed to providing a quality service to all Participants who have reason to have serious concerns about the behaviour of any Participant and are intended to ensure a fair and consistent approach to the handling of complaints or grievances

Disciplinary Procedures apply to all those to whom the Standards of Conduct apply and are concerned primarily with misconduct involving serious breaches of the said Standards, the London Gymnastics Articles of Incorporation, the LG /BG Policies or the Committee Procedures and Regulations.

### **The Aims and Objectives of the London Gymnastics Complaints, Grievances and Disciplinary Policy:**

- Allow complaints or grievances to be resolved without formal disciplinary action if possible
- Resolve or determine complaints or grievances within a reasonable period
- Provide a fair and rigorous process for those circumstances where formal disciplinary proceedings are necessary

Every effort should be taken to resolve disputes regarding competition conduct on the day, with the support of the TC or event welfare officer

Contact [complaints@london-gymnastic.co.uk](mailto:complaints@london-gymnastic.co.uk)

Welfare concerns should be sent to [welfare@london-gymnastics.co.uk](mailto:welfare@london-gymnastics.co.uk)

### **COMPLAINTS and GRIEVANCES**

Complaints or grievances must be sent to London Gymnastics in writing and e-mailed to: [legal@london-gymnastics.co.uk](mailto:legal@london-gymnastics.co.uk)

Complaints or grievances must be received by London Gymnastics, no more than 30 days following the incident or matter.

Complaints or grievances will be referred to and considered by a London Gymnastics Designated Officer who may proceed in one or more of the following ways and report back to the London Gymnastics Management Committee:

- Conduct initial enquiries into the incident or matter
- Take action to resolve the matter informally
- Refer the matter to another organisation or relevant officer, as appropriate
- Dismiss the complaint or grievance as unfounded, or as insufficiently serious to require any further action by London Gymnastics
- Refer the matter to BG if sufficiently serious
- Determine that formal disciplinary proceedings are appropriate and that action should be taken

**A complaint or grievance may not be re-opened once it has been resolved**

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### FORMAL DISCIPLINARY PROCEEDINGS

Where the MC, determines that formal disciplinary proceedings are appropriate in connection with a matter, a Designated Officer will proceed in the following way:

- The Designated Officer shall notify the Participant that formal disciplinary proceedings are being brought
- The Designated Officer shall convene a Disciplinary Panel, made up of appropriately qualified personnel
- The Disciplinary Panel may consider that it is appropriate to suspend the Participant at this point, until the disciplinary action is resolved
- The Disciplinary Panel may request any person or witness to make written or oral representations or give written or oral evidence concerning the matters under consideration
- The Disciplinary Panel shall hear and determine all issues arising from any matter and may recommend imposing sanctions in respect of any breach, to the Management Committee
- The Designated Officer shall inform the Participant of all decisions, sanctions or resolutions made in connection to the complaint

Participants shall have the right to appeal against any decision of a Disciplinary Panel. The appeal should be sent in writing to the Chairman of London Gymnastics by e-mail to [chair@london-gymnastic.co.uk](mailto:chair@london-gymnastic.co.uk) within 21 days of the decision being communicated to the Participants.

The decision of the Appeals Panel is final.

The London Gymnastics Region abides by any decision taken by British Gymnastics with regards to Suspension or expulsion of clubs, or individual members.