



Policy Manual

Concerns Policy

First Produced:	01.01.2000	Authorisation:	The Board
Current Version:	03.06.2018	Queries:	Chief Executive
Past Revisions:	2012		
Review Cycle:	Annually following AGM		
Applies From:	Immediately		

The following is included in this document:

Policy Overview

- | | |
|---------------------|--------------|
| 1 Purpose | 3 Pathways |
| 2 Concerns Brochure | 4 Resolution |

Policy Overview

1. Purpose

Members have the right to express any concerns that may have through a concerns policy.

2. Concerns Brochure

A leaflet outlining the basic aspects of this policy will be always available from reception. This brochure relates to the day to day running of the gymnasium (eg coaching problems, difficulties between your child and another).

3. Pathways

- Concerns should be expressed to the most appropriate coach, ie the person closest to the problem.
- Concerns regarding gymnastic programmes and environment should be expressed to the coach initially. This can often be done before or after classes or by a telephone call or email.
- If the concern requires more time an appointment should be made and some indication given about the cause for concern.
- If the concern relates to another gymnast it must be dealt with through the coach not directly to the gymnast concerned or the parent /caregiver

4. Resolution

- If a concern is not resolved at this level, senior staff, Team leaders or the CEO should be consulted. This can be done by a parent, caregiver or coach.
- If the concern is not resolved to the person's satisfaction, the procedure for formal complaints should be adopted, ie put the complaint in writing and hand to the office marked "For The Board – Confidential".
- Any further concerns should be indicated to the CEO who will look into the matter and seek to resolve it as informally as possible. At the CEO's discretion, the Chairman of the Board will be informed regarding concerns expressed.