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| **Policy Manual** |
| **Concerns Policy** |
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Policy Overview

**1. Purpose**

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

**2**. **Concerns Brochure** **& Suggestion Box**

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 (e.g. coaching problems, difficulties between your child and another). CSG’s website provides a suggestion box function where concerns, comments and suggestions can be left anonymously if desired.

**3. Guidelines**

* Concerns should be expressed to the most appropriate staff member, i.e. the person closest to the problem initially.
* This can be in person, by a telephone call or email. The official concerns form should be requested from reception if required.
* 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**. **Pathway**

* If a concern is not resolved at this level, the next steps are as follows: Senior staff, then Team leaders, then 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, i.e. put the complaint in writing and hand to the office marked “For the Board – Confidential”.
* If necessary and requested, an independent mediator will be appointed to review the concern.

**5. Breaches of Policy**

Breaches of this policy may be taken further as per the discipline rules (24) in CSG’s Constitution.

**6. Related Policies**

* CSG Constitution
* Competitive Team Handbook
* Concerns Brochure
* Bullying Policy – Gymnast
* Member Protection policy
* Bullying & Harassment Policy