

## FALCONS GYMNASTIC ACADEMY COMPLAINTS PROCEDURE

### In Principle

- The complaints procedure may be implemented in relation to complaints or allegations against a gymnast, coach, official, individual or club.
- The complaints procedures will be led by the Coaching Director.
- Complaints must be detailed in writing and sent to the Coaching Director.
- The Coaching Director will appraise the significance of the complaint.
- The Coaching Director will investigate the complaint by meeting with, or requesting written statements from the complainant and the person/s complained against.
- The Coaching Director may meet with or request written statements from other relevant persons / witnesses to obtain corroborative evidence.
- The Coaching Director may meet with the complainant and person complained against together, to resolve the situation.
- The Coaching Director will consider the evidence objectively and make a decision as to the necessary steps required to resolve the situation. The decision will be conveyed to the complainant and person/s complained against.
- The complainant and person/s complained against have the right to appeal the decision within two weeks. This appeal should be directed to the Chairman in writing.
- The Chairman may co-opt another appropriate person or Technical Committee Official or the whole committee to review the appeal. Once a decision has been taken the complainant and person/s claimed against will be notified in writing.
- The Chairman's decision will be final and binding.