



## **COMPLAINTS & GRIEVANCE PROCEDURE**

All members and users of the club shall abide by the Club Rules, Codes of Conduct and other policies adopted by the club.

In accordance with our Club Constitution, any complaint or grievance about a member, user, coach, volunteer or official of Dover Gymnastics Club should be submitted in writing to Anne Noble, Secretary of the Management Committee.

The Management Committee will meet to hear and investigate complaints within seven days of a complaint being lodged.

The Committee will endeavour to resolve complaints and grievances as quickly as possible and has the power to take appropriate disciplinary action including the termination of membership.

The outcome of a disciplinary hearing will be notified in writing to the person who lodged the complaint and the member against whom the complaint was made within 7 days of the hearing.

There is a right of appeal to the Management Committee following disciplinary action being announced. The Committee shall consider the appeal within 7 days of the Secretary receiving the appeal.

Frank Critcher  
Chair, Dover Gymnastics Club  
February 2008