



COMPLAINTS / GRIEVANCE PROCEDURE

All complaints / grievances will be dealt with by the management team, unless a member of the team is involved with the complaint / grievance

Phase 1 (Official)

The complaint must be sent in writing/ email to the complaints address (complaintsrevolutiongymnastics@outlook.com), explaining all details within seven working days from the complaint incident.

Management Team must then ...

1. Investigate the complaint and explore possible resolutions.
2. Reply within ten working days with details of the actions they propose to take including reasons for the decision.

N.B. It must be understood that the decision made by the Management Team is final and that any further reports of dissatisfaction will be treated as harassment, which can lead to disciplinary action.

BEHAVIOUR / DISCIPLINARY PROCEDURE

All Behaviour / Disciplinary action will be dealt with by the management team.

Phase 1 – Written Warning

The party shall receive a written warning explaining in detail why the decision has been made, along with any supporting evidence. It must be made clear that they are receiving a warning and clearly outline any future disciplinary action.

If the situation/ incident continues, the management team will decide if Phase 2 should be brought into action.

Phase 2 – Final Written Warning

The party shall receive a written final warning. The letter should explain in detail why the final warning has been issued and the consequences should the behaviour persist (club membership suspension or termination).

Phase 3 – Suspension / Termination

The party will receive a final letter, with copies of Phase 1 and 2 letters, detailing their failure to comply with the Codes of Conduct. Details of the final decision will be stated with either club membership suspension or termination.

Serious Offences

If an incident or situation is of a very serious nature, then the management team can decide to bypass all phases and with 'sensitive' situations, the Welfare Officer will contact relevant organisations to deal with the case.