

**Phoenix High Flyers**  
**Grievance/ complaints procedure**

The club operates an open policy under which any gymnast, parent/ guardian or coach who has a grievance or complaint against any other user of the club is encouraged to make their feelings known to the club so the problem can be discussed.

Likewise, if anyone has any suggestions which they feel would enhance the club they are welcome to voice their ideas.

A grievance/ complaint form is available should any person wish to make a report regarding and grievance or complaint.

Forms should be completed and handed to the Head Coach or a Welfare Officer. The complaint will be dealt with at the earliest possibility and the reporter will be advised of the outcome as soon as possible.

If in the event Phoenix High Flyers is unable to resolve any grievance in a last result it will be directed to British Gymnastics.