



# COMPLAINTS PROCEDURE

**Do you have a complaint or concern?**



**Regarding your child or coaching:** Discuss with your child's Head coach (Recreational - Stephen Van Huysen + Competitive - Nicole Schuster) at the earliest opportunity. This can be done by email or speaking to the coach outside of training times. Alternatively contact the admin person to arrange an appointment with the head coach.

**Regarding Administration or other areas:** Contact the admin person by email or phone.

No further action required

YES



NO



Discuss with Head Coach where an effort will be made to resolve the issue. Email or phone admin for an appointment time.

No further action required



Put concern in writing to the President. A further attempt will be made to resolve the issue.



If the matter remains unresolved or the person believes because the nature of the problem it is inappropriate to raise with the Head coach directly. A copy of the concern raised is to be forwarded to the committee. The president will contact all parties in an attempt to reach a satisfactory resolution.

**Admin:**

turnandgymnasticcircle@gmail.com  
027 847 1931

**All Head Coaches:**

turnandgymnasticcircle@gmail.com  
Attn: Coaches Name

**President:** Emma Brookes

president@turnandgymcircle.com