

Links Gymnastics (Berkshire) Ltd

CONCERNS & COMPLAINTS

Links Gymnastics Club strives to offer the highest standards of care within our club. We are committed to offering the best practice in accordance with the 'British Gymnastics Child Protection Policy 2004', to ensure the health, safety and wellbeing of our members, coaches and volunteers.

Whilst we take pride in our high standards of care and the safe environment in which we offer, we understand that, at times, some concerns may arise. We are always keen to talk with gymnasts, parents/carers and you should feel that you can communicate with us freely.

Our staff are always willing to listen and answer question. Please make an appointment or find an appropriate time to pose questions and raise concerns so that you can receive our undivided attention.

To help you with any concerns or complaints you can:

- Talk to the coach leading the individual/class or squad concerned.
- You or the lead coach may wish to refer the concern to the Lead Coach or the Welfare Officer, Chelsea Hammond.
- If the concern cannot be resolved, it should be referred to management in person or in writing by emailing team@linksgymnastics.com.
- If the concern cannot be resolved within a reasonable amount of time it should be referred to British Gymnastics:
 - **Post:** FAO Customer Support
British Gymnastics
Lilleshall National Sports Centre
Newport, Shropshire
TF10 9AT
 - **Phone:** 0345 129 7129
 - **E-mail:** customersupport@british-gymnastics.org