



# Aquila Complaints Procedure

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Should you wish to make a complaint we ask that you submit it in writing to the relevant club official:

- For complaints relating to the running of the club, Health and Safety or Financial issues please submit this to the committee chair (Chris Kemp).
- For complaints relating to Child welfare or Equality then address it to the Welfare officer (Cheryl Gumieniak ) of the club

The committee will then address the complaint and provide a written response within 14 days. Should you not be satisfied with this reply you may request a meeting and attend this meeting with one other person. Two or three members of the committee will also attend, which members attend will depend upon the nature of the complaint and the position they hold within the club.

You have the right to report any complaint directly to British Gymnastics:

Website: [www.british-gymnastics.org](http://www.british-gymnastics.org)  
Email: [information@british-gymnastics.org](mailto:information@british-gymnastics.org)  
Address: British Gymnastics  
Ford Hall  
Lilleshall National Sports Centre  
Newport  
Shropshire  
TF10 9NB  
Telephone: 0845 1297129