

This document belongs to HPN Gymnastics and its subsidiaries.
Rivers Gymnastics Academy is a subsidiary of HPN Gymnastics.
Updated 11/12/23.

Complaints Procedure

Throughout this document the notation of 'HPN Gymnastics' is hereby referring to 'HPN Gymnastics and all its subsidiaries and subcontractors'.

Throughout this document the notation of 'gymnastics sessions' are those run by 'HPN Gymnastics' and is hereby referring to 'HPN Gymnastics and all its subsidiaries and subcontractors'.

Verbal complaint

- Any verbal complaint should be made to the head coach or substitute.
- Any coach being approached should direct the complaint to the head coach or substitute.
- The complaint should be dealt with at the time. If the complaint could not be dealt with at the time and needs investigating then it should be dealt with within 14 days.
- If the management upholds the complaint then the grievance procedure should be put into operation.

Written complaint

- Any written complaint should be acknowledged by phone call or in writing within 3 days by the head coach.
- Any written complaint should be dealt with by phone call and/or in writing within 14 days by the head coach.
- If the management upholds the complaint then the grievance procedure should be put into operation.