

Complaints and Grievance Procedures

Cambridge Gymnastics Academy is affiliated to British Gymnastics and is bound by the BG Procedures for competitors, disciplinary issues and Membership suspensions and expulsions.

Cambridge Gymnastics Academy places the welfare and safety of its members as the highest priority.

Grievances and suspicions of poor practice should be directed to the head coach. Matters will be dealt with confidentially and only those who need to know will be informed.

The British Gymnastics procedures for dealing with complaints will be followed and if an issue cannot be addressed at club level, the British Gymnastics procedures will be implemented.

A copy of the British Gymnastics Complaints Procedure and the Policy Protection of Children and Vulnerable Adults is available from the head coach or from British Gymnastics.

General Complaints

If you have a complaint or grievance, please raise it with the coach in charge or speak to the head coach who can be reached on the number below.

Feedback

We are always happy to receive constructive feedback about any of our sessions. Please talk to the head coach or email her on info@cambridgegymnastics.co.uk

Contacts

Head Coach: Kayleigh Plaza – 07971 864653
info@cambridgegymnastics.co.uk

Welfare Officer: Shona McKenzie – 07923 172227
shonamckenzie1@btinternet.com

British Gymnastics Ethics & Welfare Department:
0845 129 7129 ext. 2346