



# COMPLAINTS PROCEDURE



If parents or participants would like to place a complaint, please follow the following procedures:

1. Identify the point of contact for your complaint;
  - a. Welfare Officer → a concern about child welfare, coaching styles etc.
  - b. Head Coach → breaches of codes of conduct.
2. Contact them on the following contact details;
  - a. Welfare Officers
    - i. *Beth Cash*  
07818745473  
[beth@infinity-gymnastics.co.uk](mailto:beth@infinity-gymnastics.co.uk)  
[welfare@infinity-gymnastics.co.uk](mailto:welfare@infinity-gymnastics.co.uk)
    - ii. *Lucy White*  
07895 571059  
[lucy@infinity-gymnastics.co.uk](mailto:lucy@infinity-gymnastics.co.uk)  
[welfare@infinity-gymnastics.co.uk](mailto:welfare@infinity-gymnastics.co.uk)
  - b. Head Coach – Kirstine Denman
    - i. Email → [info@infinity-gymnastics.co.uk](mailto:info@infinity-gymnastics.co.uk)
    - ii. Number → 07951 578794
3. Please ensure you explain the situation in as much detail as possible. Please understand that we have to keep an open mind and may need to talk to another person before resolving the issue.
4. The point of contact will always inform you of the procedure they wish to follow to resolve the issue.
5. The issue will be resolved as soon as possible.
6. If the issue continues, please contact that point of contact again and they may need to take the issue to external organisations, such as British Gymnastics.