



London Trampoline Academy and London DMT Grievance Policy

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Introduction

By becoming a London Trampoline Academy and London DMT member you agree to abide by the following grievance policy. This applies to all members, which includes coaches, participants, parents, guardians, carers, and other volunteers. If you have any queries, please email info@londtrampoline.com

London Trampoline Academy and London DMT seeks to create a working and training environment that is as harmonious as possible, where effective relationships are maintained between all parties for everyone's mutual benefit. This procedure is designed to help resolve grievances as quickly and as fairly as possible.

This policy applies to all Club members (whether participating as a temporary/trial/full member), their parents/guardians and all staff members deployed by the Club (regardless of whether the position is paid or voluntary).

Definition of a Grievance

- A grievance is a complaint made by a member about their treatment at the Club or any matter/issue related to the organisation affecting the member.
- A member cannot bring a grievance about a managerial decision but may do so if they believe that the decision or the process used to reach the decision was incompatible with the Club's policies or applied in a discriminatory or unreasonable fashion.
- It is not possible to raise a grievance against an agreed Club policy or against a piece of legislation or statutory regulation which the Club is required to follow.



Use of this policy

The policy is designed to allow an initial informal discussion during which it is hoped the majority of grievances will be settled. Grievances should be resolved as close to the event as possible, to minimise disruption and upset, and where possible resolved informally. If an informal settlement of the grievance is not possible, or more than 3 informal discussions have already occurred in the last 3 months, it will be dealt with under the formal procedure.

In the event of any grievance arising, which cannot immediately be resolved, then whatever practice(s) or agreement(s) existed prior to the grievance shall continue pending a settlement or until the agreed grievance procedure has been exhausted.

Procedure

If you have a grievance but are uncertain as to what action you might take, or if your grievance involves sensitive matters, in the first instance you should seek advice from the Club Manager.

If the grievance concerns the Club Manager, you should raise the matter with the Trustees of the Club – trustees@londontrampoline.com

Alternatively, you may contact British Gymnastics who can be reached on 0345 1297129.

If you have a safeguarding concern this should be raised with the welfare officer via email to welfare@londontrampoline.com

Informal Process

You should inform the Club Manager, via email, that you have a grievance and that you wish to discuss it with them. This informal notification should take place as soon as possible and in normal circumstances, within fifteen working days of the event or circumstances which has given rise to the grievance.

After seeking advice (if necessary, from British Gymnastics), the Club Manager will talk to you about your grievance within a further ten working days after receiving the informal notification.

Within five working days of this discussion, you will be advised in a short informal email and/or discussion of any action they propose to take to resolve the grievance.

Formal Process

If you believe that the grievance has not been satisfactorily resolved during the informal process, then you may submit a written statement of the grievance to the Club Manager setting out the areas of dissatisfaction with the earlier decision via email. You should do this within ten working days of receiving a response from the informal process.



The Club Manager will investigate the grounds of the complaint, meeting with witnesses and reviewing all documentation as appropriate. Within seven working days of receiving your written statement, the Club Manager will arrange a meeting with you to consider the grievance. Following this there may need to be a formal investigation; within 28 working days the Club Manager will give you their decision in writing or contact you to inform you the investigation will take longer.

Appeal

If the response at the end of the formal process does not satisfactorily resolve the grievance you may appeal against the decision. You do this by giving written notification, via email, of the reasons for your dissatisfaction to the Trustees within fifteen working days of receiving the written response. This notification should be copied to the Club's Manager. The paperwork from the previous stages should also be passed on to the Trustees.

A meeting will be arranged to consider your appeal. The meeting should be held within twenty working days of the receipt of your written request. A decision will be made as to whether or not your grievance has been substantiated and if so, what action should be taken. This decision will be communicated to you in writing within five working days of the appeal being heard. This decision will be final.

Time Limits

Throughout the procedure there are time limits which must be adhered to. The time limits will be made clear to you once your grievance has been received. These are upper limits and efforts should be made to deal with matters as quickly as possible. However, in exceptional circumstances with the agreement of both parties, the time limits may be extended, e.g. due to the unavoidable absence of key individuals.

Revisions

Version 1
Update: 22/10/2024
Review: 01/08/2025 –Formatting changes
Review: 31/08/2026

