



## Complaints and Discipline Procedure

By becoming a London Trampoline Academy or London DMT member you agree to abide by the following complaints and discipline procedure. This applies to all participants, coaches, parents, guardians, carers, officials, and other volunteers.

The aim of this procedure is to help ensure a fun and safe environment for all, including at training sessions, competitions, and other club events. Failure to follow this will result in termination of your membership (see complaints and discipline procedure).

If you have any queries, please email [info@londtrampoline.com](mailto:info@londtrampoline.com)

- The management committee are responsible for reviewing membership of any club member who infringe the club policies, procedures, rules, or constitution.
  - This includes participants, coaches, parents, guardians, carers, officials and other volunteers.
- All complaints regarding the behaviour of members should be submitted in writing to the Secretary or Chairperson.
  - [secretary@londontrampoline.com](mailto:secretary@londontrampoline.com)
  - [chair@londontrampoline.com](mailto:chair@londontrampoline.com)
- The management committee will meet to hear complaints within 21 days of a complaint being lodged.
- The outcome of a management committee meeting will be made in writing to the complainant and member, within 14 days of the meeting.
- Members can appeal the management committee's decision.
  - Appeals must be lodged with the Secretary or Chairperson within 14 days of receiving the decision of management committee.
- The management committee will consider the appeal within 14 days of the Secretary or Chairperson receiving the appeal.
- The management committee is responsible for taking any action of suspension, discipline or termination of membership following such hearings.
- The management committee has the power to expel any member who acts in any way contrary to the policies, procedures or rules of the Club or whose conduct shall, in the opinion of the management committee, render such member unfit for membership.
- No person whose membership has been terminated shall be introduced by any other member as a visitor to any part of the club premises
- The Club reserves the right to withhold membership refunds.
  - No member who has been expelled from the club shall be entitled to a refund on membership.

Updated: 01/08/2020

Review date: 01/08/2021 unless British Gymnastics release new policies prior to this date.