



## 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 Club Manager is responsible for reviewing membership of any club member who infringes 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 Club Manager: [harriet.curtis@londontrampoline.com](mailto:harriet.curtis@londontrampoline.com)
- The complaint will be reviewed within 28 days of a complaint being lodged.
- The outcome of the review will then be made in writing to the complainant and Club member.
  
- Club members can appeal the decision, if they feel it has not been dealt with in line with Club policies, procedures, and rules:
  - Appeals must be lodged with the Board of Trustees within 14 days of receiving the decision of Club Manager.
  - Appeals must be made submitted in writing to: [trustees@londontrampoline.com](mailto:trustees@londontrampoline.com)
- The Trustees will consider the appeal within 28 days of receiving the appeal.
- The outcome of the appeal will then be made in writing to the complainant and Club member.
  
- The Club Manager is responsible for taking any action of suspension, discipline, or termination of membership.
- The Club Manager has the power to expel any member who acts in anyway contrary to the policies, procedures or rules of the Club or whose conduct shall, in the opinion of the Club Manager, render such member unfit for membership.
  
- No member who has been expelled from the club shall be entitled to any refund on membership.

Updated: 03/08/2022

Review date: 01/08/2023 unless British Gymnastics release new policies prior to this date.

