



CITY OF EDINBURGH TRAMPOLINE CLUB

Complaints & Disciplinary Policy & Procedures

City of Edinburgh Trampoline Club expects all members to behave in an appropriate manner whilst associated with the Club. This includes at training, competitions and in any other situations that relate to CETC. The Club will take concerns about members' behaviour seriously. Members who behave in an inappropriate manner will be subject to the procedures and sanctions detailed below. This includes the mis-use of e-mails, text messages and Social Networking sites such as Facebook.

City of Edinburgh Trampoline Club has worked hard to establish a good discipline record. This is due to the work of the Club and the individuals who make up the Club. The Club is committed to maintaining and improving this record.

This Policy and associated Procedures covers all activity associated with the Club and external activity that could affect the Club. This includes discipline whilst training, and other times when representing the Club. It also applies to external cases that have the potential to have an impact on the Club.

Principles

This policy is based on the principles of:

- Abiding by the rules and Codes of Conduct of City of Edinburgh Trampoline Club
- Developing skill, teamwork and self-respect in participants and volunteers
- Consideration for all
- Mutual respect for everyone involved
- Fostering a friendly ethos and team spirit within the Club

Codes of Conduct

City of Edinburgh Trampoline Club expects all those involved in the Club to uphold the principles above. The Club has adopted Codes of Conduct to guide members' behaviour.

These Codes of Conduct are available from the Secretary and Club Website (www.cityofedinburghtrampolineclub.co.uk)

Procedures

To ensure consistency and fairness in dealing with members' discipline and complaints, the Club will follow set procedures. Those procedures are detailed below:

- The complainant must first complete the Club 'Complaints Form' (Appendix 1) detailing the nature of the complaint.
The Form should then be emailed to the Club Chair and/or Safeguarding Officer/s, and will be dealt with in the following manner:
- The class Lead coach will deal with any concerns a member may have regarding bullying, unfair treatment or any other personal matter related to the Club.
- If the matter is not resolved by the coach, or the matter concerns the coach, the matter will be dealt with by the Head Coach.

- If the matter is not resolved by the Head Coach to the satisfaction of the member, or concerns the Head Coach, the matter will be referred to the Club Disciplinary Panel. The Disciplinary Panel will consist of at least 3 people, convened from appropriate members of the Club Committee, and any other persons deemed necessary. The Club Chairperson will ensure that no member of the Club Disciplinary Panel, including the Chair, has a conflict of interest with the matter at hand. They will also ensure confidentiality is maintained, particularly in relation to safeguarding cases.
- If the matter is fully resolved by the Head Coach, without the need for referral to the Disciplinary Panel, then the decision taken by the Head Coach is final

Disciplinary Panel

Club Disciplinary Panel Remit

The Club Disciplinary Panel will be responsible for all discipline matters involving Club members, including, but not limited to:

- Discipline of all members during competition, training and any club activities
- Discipline before, during & after training, and travelling to & from competitions
- Safeguarding issues
- Complaints raised which have not been solved through the Club's Complaints & Disciplinary policy
- Criminal investigations that could affect the Club

The protection of children is paramount, therefore any allegations involving safeguarding will result in immediate suspension from any involvement with children until the matter has been investigated by the Club Safeguarding Officers in a timely manner. This is not a form of discipline, but occurs to ensure the child is protected from any chance of harm. Guidance will be sought from Scottish Gymnastics.

Club Disciplinary Panel procedure

To ensure consistency & fairness, the Disciplinary Panel should follow the procedure detailed below:

- Any discipline matter should be reported in writing/email to the Chair of the Club Committee and/or the Safeguarding Officers, who will convene a Disciplinary Panel and appoint a Chair.
- The Chair of the Disciplinary Panel will inform the person, in writing, against whom the complaint has been made, within ten days.
- The Disciplinary Panel should proceed to investigate the matter to their satisfaction within a period of three weeks.
- The Chair will maintain accurate records of each and every matter that arises (Appendix 2).
- The Disciplinary Panel can interview any parties involved, as necessary.
- The Disciplinary Panel will discuss the matter, and impose appropriate sanctions if deemed necessary. To maintain consistency and fairness, the Panel should refer to previous matters in deciding what sanctions to impose.
- The Disciplinary Panel Chair will inform the member concerned of these sanctions (or the outcome if none are imposed) in writing. The Chair will also inform the Club Committee, Head Coach and appropriate Club coach (as required). This will be completed no later than six weeks after the incident.
- Any matters that the Chair of the Disciplinary Panel feels could be a criminal offence will be reported to the Police, and any matter that involves a person putting a child at risk of harm or causes actual harm, will be discussed with Scottish Gymnastics.
- All written records will be kept for a minimum of three years, after which they will be destroyed in confidence, in line with GDPR.

Automatic Sanctions

The Club will impose the following automatic sanctions. Any sanctions imposed by the Club are in addition to any sanctions imposed by the National Governing Bodies (Scottish & British Gymnastics).

Training Discipline

The person/s involved in the incident will not attend any training sessions, at any venue, for a period of 2 weeks, unless the matter is fully resolved to the satisfaction of all involved, within that time.

Safeguarding Matters

Any person arrested, interviewed, charged or reported by the police in relation to a sexual offence or an offence involving children, or found guilty of such an offence in court and/or added to the 'Child Protection Register', must inform the Club Safeguarding Officers immediately. The person will then be removed from a position involving access to children. This can include training, coaching or in an administrative role.

Appeals

The person has the right to appeal to the Club Committee against the imposition of suspensions.

Appeals can be lodged with the Club Chairperson with payment of £25 appeal fee, which is refundable on the appeal being upheld.

The Club Committee, consisting of 3 selected members of the Committee as appointed by the CETC Chair, will meet to hear any appeal with representation from the Club Disciplinary Panel and the complainant. The Chairperson will ensure that no member of the Club Disciplinary Panel, including the Chair, has a conflict of interest with the matter at hand.

Any appeal decision by the Club Committee is deemed final and binding.

Appendix 1

Information to be completed in any complaints procedure

This Form is available in an editable Word version, in the list of Club Documents & Policies, on the website.



City of Edinburgh Trampoline Club

Complaints Form

City of Edinburgh Trampoline Club (CETC) will follow up all complaints and concerns including those which are raised anonymously. However, in most cases, without an identified complainant, CETC are unlikely to be able to proceed with actions, but in all cases, an initial assessment will be made to consider whether there is sufficient substance in the complaint to warrant some initial enquiries or risk assessment

Complainants name:	Contact details (address and telephone number):
Email address:	
Details of person you wish to make a complaint about and their role in the Club:	
If your complaint is about more than one person, please provide names and roles in the Club	
If your complaint is about an incident at the Club, please provide details	
Please explain exactly what you are complaining about and why, include the names of any witnesses:	

**Have you raised your complaint directly with the Head Coach or Lead Coach? yes/ no.
If not why not:**

Please use this space to add any other relevant information:

What outcome are you looking for?

Please email to:

CETC Chair : chair@cityofedinburghtrampolineclub.co.uk

or

Safeguarding Officers: safeguarding@cityofedinburghtrampolineclub.co.uk

Appendix 2

Information to be recorded in any disciplinary procedure

Individual's Name	
If competition Incident - Details of competition	
If training incident – Details of training session	
Date of Incident	
Brief Description of the Incident	
Investigation activities undertaken	
Disciplinary Panel Decision	
Disciplinary Panel Members	
Date of Decision	
Supporting documents attached	YES <input type="checkbox"/> NO <input type="checkbox"/>