## CITY OF EDINBURGH TRAMPOLINE CLUB

## **COMPLAINTS & DISCIPLINARY PROCEDURE**

**Complete CETC** COMPLAINTS FORM. A complaint will not be considered unless the **COMPLAINTS FORM has** been submitted



If the complaint is of a general nature regarding the Club, the COMPLAINTS FORM should be emailed to the Club CHAIR



The Club Chair will follow the Club's COMPLAINTS & **DISCIPLINARY POLICY** 



If the matter is not resolved by the Club Chair & Committee, the matter will be referred to the Club Disciplinary Panel

resolved by the Club Chair & Committee the complaint will be considered closed





The elected Club Disciplinary Panel will review the complaint and make a decision on the outcome, which will be final



If unresolved, the complaint will be dealt with by SG following their Complaints & **Disciplinary Policy** 

If the complaint is regarding a coach, or is of a Safeguarding nature, the COMPLAINTS FORM should be emailed to the Club SAFEGUARDING OFFICER



The Safeguarding Officer will follow the Club's **COMPLAINTS & DISCIPLINARY POLICY** 





If the matter is resolved by the S.O the complaint will be considered closed

If the matter is not resolved by the S.O. the S.O. will seek advice from S.G.



The S.O & S.G. will aim to solve the complaint to the satisfaction of both parties