



Complaints Procedure

If you are unhappy about any of our services, we undertake to deal quickly and effectively with the matter. As a first step, we suggest that you **contact the staff/member concerned** to see if the problem can be resolved to your satisfaction. Gymnastics Northern Ireland (GNI) will also do everything they can to put things right, including reviewing procedures to stop problems happening again.

If you are not happy with the response, or if you do not know who to contact, please follow the steps outlined:

1. All complaints should be made to the GNI Chair or a designated person in his absence **in writing** by letter or email . The complaint should set out the name of the Complainant, the Complainant's club membership, the member against whom the complaint is made (the "Respondent"). The complaint should give sufficient details and specify the Articles(s) of Association, Rule, Regulation, Policy or Procedure, which has been allegedly infringed. The name and address of any witness together with any witness statements must also be given.
2. Receipt of the complaint will be acknowledged within three working days.
3. The Chair or designated person will investigate the issues raised and let you have GNI's response to the complaint normally within **ten working days**. Should the investigation require further time, an acknowledgment letter will be sent to you in the first instance, followed by a full response.
4. If you do not feel that the Chair's or designated person's response is acceptable, you have the right to ask for your complaint to be **referred to a complaints panel**. The panel consists of the Chair or Secretary of GNI and two other members of GNI's Management Committee. You will be advised of the date the panel meets and you may attend the meeting to make representation. You may also bring someone with you if you wish for personal support.
5. You will be notified of the panel's decision within **five working days** of its meeting.
6. The panel's decision is final.
7. GNI members are entitled to raise any issue in relation to the management and administration of the organisation at the **Annual General Meeting**. GNI's AGMs are held in April. Please contact the Chair at least **eight weeks before** the advertised date of the meeting who will advise you on the steps to take.

Adopted by the GNI Management Committee on (date):_____

Signed:_____ **Chair**

_____ **Witness**