



## Complaints process

If a gymnast or their parent has a complaint against another parent, gymnast, coach, or branch manager, the parent or gymnast should submit the complaint to the Club Owner namely Mr. Louis Fourie.

Complaints are to be submitted **in writing** via email to [m4iball@mweb.co.za](mailto:m4iball@mweb.co.za)

The following information must be included in the email:

- Full name and contact details
- Description of the issue (who, what, when, where)
- Any attempts made to resolve it informally
- Desired resolution (if any)

As club owner, Mr. Louis Fourie will appoint a three-member disciplinary committee, comprising of:

- Club owner, namely Louis Fourie.
- A designated club manager. If the issue involves the club manager, the head coach will handle the matter instead.
- An impartial individual, such as a parent from a different group, a coach assigned to another section, or office personnel who are not directly involved with parents or gymnasts.

Complaints will be acknowledged within 5 working days of receiving the complaint, and the committee established within 10 working days. Both the complainant and the accused may present their cases in person or in writing.

The club may:

- Speak with all parties involved
- Request additional information
- Hold a meeting with the complainant if needed

The disciplinary committee will evaluate the situation and implement corrective measures as appropriate. Should the complaint pertain to a significant or serious child safety concern, it will be promptly referred to Gymnastics South Africa or the relevant authority.

If corrective action is required, the club manager will manage and implement suitable measures, notifying both the complainant and the accused of the outcome, the actions taken, and any applicable sanctions.

The plaintive and accused will be informed regarding the decision and corrective measure.

### **Outcome and Resolution**

A formal written response will be provided within **14 working days** of receiving the complaint.

Possible outcomes may include, but is not limited to:

- Apology and correction of the issue
- Mediation between parties
- Policy or procedure changes
- Disciplinary action (if necessary)

### **Appeal Process**

If the complainant or the accused are not satisfied with the outcome, they may submit a written **appeal** to the Club within **7 days** of the decision.

The appeal will be reviewed by a senior club official, who was not previously involved in the case.

A final decision will be made within **10 working days from receipt of the appeal**.

### **Key Principles**

- **Confidentiality** – All complaints are handled with discretion.
- **Non-retaliation** – No one will be penalized for making a genuine complaint.
- **Impartiality** – All complaints will be handled fairly and without bias.
- **Safety First** – Any concerns involving the health, safety, or well-being of gymnasts will be prioritized immediately.