

COMPLAINT MANAGEMENT HANDBOOK PROTOCOL

PRINCE GEORGE GYMNASTICS

If you have tried and are unable to resolve the issue with the complainant, or do not feel comfortable to confront them, then refer to this protocol.

Find the section that is closest to the nature of your complaint (ie. Parent complaint against staff, staff complaint against staff, etc.) and bring your complaint to the first person listed. If the issue does not get resolved, go to the next person on the list, and so on.

Every circumstance is different, you can decide what is best for your situation. However, to avoid hearsay, please do not bring your complaint to other members of the gym who are not directly involved in the matter.

Recreational Supervisor: Rita

Active Start Supervisor: Jennifer W.

Head Coach/General Manager: Jodie

Parent/Coach Liaison: Angie

President: Lauren

Gymnastics BC: Process as outlined in the Complaint Management Handbook

PLEASE CONTACT THE MAIN OFFICE AT pggymnastics@telus.net to request the contact information of the person you wish to direct your complaint

PARENT/ATHLETE COMPLAINT TOWARDS COACH: <ol style="list-style-type: none">1. Coach;2. Supervisor of the Program;3. Head Coach/General Manager;4. Parent/Coach Liaison;5. Board of Directors;6. Gymnastics BC.	STAFF MEMBER COMPLAINT TOWARDS ATHLETE: <ol style="list-style-type: none">1. Directly to Parent (Supervisor can assist);2. Supervisor of the Program;3. Head Coach/General Manager;4. Parent/Coach Liaison;5. Board of Directors;6. Gymnastics BC.
STAFF MEMBER COMPLAINT TOWARDS PARENT: <ol style="list-style-type: none">1. Supervisor of the Program;2. Head Coach/General Manager;3. Parent/Coach Liaison;4. Board of Directors;5. Gymnastics BC.	STAFF MEMBER COMPLAINT AGAINST ANOTHER STAFF MEMBER: <ol style="list-style-type: none">1. Head Coach/General Manager;2. Parent/Coach Liaison;3. Board of Directors;4. Gymnastics BC;