

Northfield Gymnastics Club

Grievance Policy

The Board of Directors of the Northfield Gymnastics Club is responsible for establishing the policies of the club but delegates full authority and responsibility to the Gym Director and the Business Manager for the day-to-day operations of its programs and facilities. Parents with questions or concerns about policy matters should bring them to the Board for resolution. Operational issues such as practice schedules, rules, coaching staff, disciplinary problems, etc. should be addressed by the gymnasts and parent(s) with the Gym Director and Business Manager. In these latter situations, the Board may serve in a consultative or mediation role if disagreements or misunderstandings cannot otherwise be resolved.

1. Whenever a question or concern about a policy issue arises, the involved parent(s) should contact the appropriate Board representative.
2. If the policy concern cannot be clarified or resolved between the parent(s) and the appropriate Board representative, it may be forwarded by either or both parties to the Board President. Such requests must be submitted in writing and must fully describe the concern.
3. Whenever a question or concern about an operational issue arises, the involved athlete and parent(s) should schedule time with the Gym Director and/or Business Manager to discuss the situation and, if necessary, seek resolution of any problems.
4. If a disagreement about an operational issue cannot be resolved between the gymnast and parent(s) and the Gym Director and/or Business Manager, either or both parties may request the intervention of the Board. Such requests must be submitted in writing to the Board President and must fully describe the concern. The Board will not address an operational issue that has not first been discussed by the gymnast and parent(s) with the Gym Director and/or Business Manager.
5. The Board President, at his/her discretion, may bring the policy or operational issue directly to the full Board for discussion or may first assign a standing or special committee to address it. When a committee is involved, it will submit a written report to the Board for final consideration.
 - a. Although the Board cannot promise that your complaint will result in the action that you request or that you will be completely satisfied with the outcome, the Board will consider all aspects and act in a fair and appropriate manner. The complaint will be taken into consideration and investigated if deemed necessary. Confidentiality will be maintained during the investigation to the fullest extent possible, consistent with the need to conduct a thorough investigation.
6. The final decision or recommendation of the Board will be provided in writing to everyone concerned with the issue.

It is inappropriate for a gymnast or a parent to approach other NGC members about a problem the gymnast or parent is having with a NGC coach, about objections to coaching decisions, or about disagreement with an administrative decision. Asking uninvolved people to take sides in an issue is unfair to the third party and to the Club. For the health of the team(s) and the Club as a whole, grievances need to be handled between the parties involved and in the proper manner.

Please refrain from negative comments around your child and the other gymnasts. Young gymnasts are vulnerable and if they hear complaining about the coach, the coach's style or NGC policies, this can have an adverse effect on their performance and/or attitude. If you, as a parent, are unhappy about

something, you should follow the grievance procedure to resolve the matter. Repetitive complaining to the gymnast(s) or other third parties that interferes with the Club's efforts to pursue its stated mission and purpose may be cause, in the sole determination of the Board, to ask a member to leave.

Policy and Operational Grievance Processing Policy

1. All policy and operational grievances will be taken seriously.
2. All grievances will be handled swiftly so far as reasonably practicable depending on the nature and complexity of the matter, ensuring that they are dealt with in a timely manner.
3. Confidentiality relating to the grievance will be safe-guarded so far as reasonably practicable including the person(s) to whom the complaint is addressed.
4. It is contrary to the values of Northfield Gymnastics Club for anyone to retaliate against any board member, officer, employee, volunteer or member who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of Northfield Gymnastics Club. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.
5. Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious offense and could be asked to leave the club.
6. Issues of conflict of interest will be identified to ensure objectivity. This does not include operational complaints.
7. Policy and unresolved operational complaints must be received via email at president@northfieldgymnastics.com
8. All grievances will be acknowledged within 5 business days.
9. Each complaint will be investigated
 - a. Establish the facts and gather the relevant information
10. Respond to the complainant (within 30 business days).
 - b. If the complainant continues to be dissatisfied with the outcome, after all avenues have been explored to resolve the grievance, a letter will be sent to the complainant explaining the steps/actions that have been taken, outlining any changes that have been put in place as a result of the grievance and bring the matter to a close.