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**Chelsea Calisthenics Club**

**Complaints Handling Procedure**

**Our Mission**

Chelsea Calisthenics Club provides to all, the opportunities to develop self-esteem, calisthenics and social skills through teamwork and commitment, demonstrating pride in our club in a supportive environment.

**Complaints Procedure**

1. As per Chelsea Calisthenics Handbook the team manager is the first point of call for any club member wanting to file a complaint
2. A complaint or grievance should be tried to be sorted between the two parties where possible.
3. If a formal complaint is lodged with the committee, a nominated committee member will meet with the party complaining to seek their desired resolution. This will then be communicated with the other party involved. Each party will be given the opportunity to state their own view.
4. Any decision made by the committee should be documented in the minutes, communicated to both parties and be within the powers of the committee and the rules of the club/association.
5. If this process is unsuccessful or the complaint is unable to be resolved or any party is unsatisfied the complaint can be taken to CVI.