

# STANDARD OPERATING PROCEDURE

<b>Department:</b>	Management	<b>Date:</b>	1/08/2025
<b>Policy:</b>	Member Concerns Policy	<b>Pages:</b>	1
<b>Authorised by:</b>	HGC Board	<b>Review Date:</b>	1/08/2028

## MEMBER CONCERNS POLICY

### PURPOSE

In order to work harmoniously and in co-operation with the Club's community, it is vital that communication channels are kept open so that misunderstandings or concerns are resolved amicably. We wish to ensure that concerns are dealt with appropriately and in a timely manner.

### GUIDELINES

1. If a parent / member has a concern regarding gym equipment they should direct it to the Lead Coach on the floor.
2. If a parent / member has a concern regarding their child's programme, coach or other club members they should approach the Head Coach, Squad Manager or Club Manager to arrange a mutually convenient time to discuss the matter.
3. If it is not appropriate to see one of the above people, or satisfaction is not obtained from this meeting, a time should be arranged to discuss the matter with a member of the Board.
4. If a satisfactory resolution still cannot be arrived at, the concern may be taken to the full Board to be heard "in committee". The concern should be in writing and signed by the parent / member and given / sent to the Board Chairperson.
5. Any member of the Board who is personally involved in a concern must declare a conflict of interest and take no part in the discussion about it but may submit a statement to the Board.
6. Where appropriate, the Club Manager or Board Chairperson will follow up any concerns with further discussion with the person/s involved.