



**PARENT/GUARDIAN GRIEVANCE
POLICY**



1. Who does this policy apply to?

This Policy is for and applies to:

- Beas Cheerleading

In this document the above will jointly be referred to as “The Group” or “We” or “Us”.

2. Definition of terms used in this policy

Parent	Any person who is the primary caregiver for a child. The Group recognises that this definition of parent includes, but is not limited to, biological parents, legal guardians, and non-biological, non-legal guardians who retain and exercise primary responsibility for the child, including, but not limited to, paid caregivers.
Child	Any person under the age of legal majority according to the laws of England and Wales (currently 18 years of age)
Participant	Any person who uses the benefits, facilities and services provided by The Group, including personal participation in any of The Group’s teams or programmes; membership by an immediate family member in The Group’s teams or programmes; or access to any facility owned, leased or operated, either permanently or temporarily, by The Group.
Director	Berenese McNeil

3. What this policy covers

We take the safety and wellbeing of our athletes extremely seriously. However, we also understand that - despite our best efforts and precautionary measures – there will always be a risk that an issue might occur which could give parents/guardians reason to file a grievance or complaint (a “procedure”).

Our athletes’ parents/guardians have the right to make a complaint to the Director if, for example, they believe that they or their child has been

subject to harassment or a violation of our Fairness and Equality Policy



Parent / Guardian Grievance Policy

This policy sets out how a parent or guardian can make a formal complaint and how we will respond.

4. Why this policy is important

We set ourselves very high standards. Sometimes, we may fall short of those standards and, if that should happen, we want to make sure that we are clear about how we will address the issue, so that we can put things right if necessary and to ensure that appropriate lessons are learnt.

5. The aims of this policy

This policy aims to set out, clearly and transparently, how to raise a complaint, how it will be handled and what to do if you are not happy with the outcome.

6. Scope of this policy

Our grievance procedure is the final stage in trying to resolve issues.

We therefore ask parents/guardians to consider carefully whether the situation is severe enough to merit triggering our grievance procedure.

Before invoking our grievance process, our first step will always be to try to resolve the situation through internal mediation – i.e. by speaking openly, honestly and impartially to all of the parties involved and doing our utmost to help them to resolve their differences.

7. Guidance on our grievance procedure

Our grievance procedure, as set out below, is for guidance only. We may alter, add to or depart from this procedure at any time (e.g. to meet the needs of those involved).

In addition, The Group is not bound to follow any particular procedural step in this procedure and may omit or jump steps at its absolute discretion.

It is important that you read this procedure carefully before submitting your complaint. By taking part in the grievance procedure you are agreeing to accept:

- the terms and timescales - and
- that the decision of the Programme Director is final.



8. The stages of the grievance process

Submitting your complaint

You must put your grievance in writing without delay, setting out the nature and grounds of the alleged grievance, to the Director.

Depending on the nature of your complaint, you may be asked to provide further information.

The grievance procedure will be led by the Director, unless they are the subject of the complaint.

Complaints about the Director

If the issue you wish to raise is a concern about the conduct of the Director and you do not feel confident that your concern will be appropriately addressed, you may contact the safeguarding lead Kayliegh Silvester (kayleighsilvester@hotmail.com).

If it is not appropriate for the Director to conduct the grievance procedure (e.g. they are the subject of your complaint), the Safeguarding lead will guide you through your grievance procedure. The Safeguarding lead will be your main point of contact during the procedure.

At least one other member of Beas Cheerleading will also be appointed to ensure impartiality, make sure procedures are followed and provide procedural support (e.g. note-taking at meetings etc).

An investigation

In some cases, it may be necessary for The Group to carry out an investigation into your grievance. The extent of any investigation required will depend on the subject matter and nature of your grievance and will vary from case to case.

It may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents, images, recordings or electronic communications.

We require you to co-operate fully and promptly in any investigation. This may include informing The Group of the names of any relevant witnesses, disclosing any relevant documents to The Group and attending investigatory interviews if required.



Parent / Guardian Grievance Policy

A grievance meeting

The Group will arrange a grievance meeting with you, usually within ten working days of receiving your written grievance.

This meeting will be conducted by the Berenese McNeil and one or more members of the Beas Cheerleading. If the grievance process is being managed by the Safeguarding lead, the Director will be replaced by a member of Beas Cheerleading.

If you are unable to attend the grievance meeting on the first date, the meeting may be postponed for no more than five working days after the original date.

At the meeting you will be given an opportunity to explain your grievance and how you think it should be resolved.

Other attendees at the grievance meeting

Please let us know in advance if you would like to bring someone with you to this meeting for support (i.e. someone unconnected to the issue or to the athlete, such as a friend), so that we have enough time to make arrangements to accommodate your wishes.

Similarly, as a courtesy, please give us sufficient notice if you intend to bring a legal representative so that we can decide if we should do the same and have enough time to make the necessary arrangements.

Follow-up enquiries and meetings

After the initial grievance meeting, The Group may carry out further investigations and may need to hold additional grievance meetings, as The Group considers appropriate to ensure that the issues of all parties have been fully considered and that all relevant information has been taken into account. Such meetings will be arranged without unreasonable delay.

Notifying you of the outcome

The Director and members of Beas Cheerleading that will be appointed to hear your grievance will consult and once a decision has been reached you will be notified as soon as practicable; we will aim to communicate the outcome to you within ten working days of the final grievance meeting.

When notifying you of the final outcome, the lead for your grievance will set out the decision, including the reasons for the decision and what action, if any, The Group intends to take to resolve the grievance.



9. The principles of our grievance process

We will ensure that the Director and the Safeguarding lead:

- take your concerns seriously
- makes all reasonable endeavours to ensure the grievance procedure timescales are met, as laid out above; uncertainty is unsettling for all parties and we will therefore endeavour to conduct the process speedily, but thoroughly.
- remains impartial in any grievance process and treats all parties in the process equally and fairly.

10. Confidentiality

All concerns will be treated in confidence by The Group. In return, we ask that you also respect confidentiality and do not share details of your concerns with others while the grievance is in process, to avoid prejudicing any investigations.

In certain situations, such as disciplinary or legal proceedings as a result of the investigation, it may not be possible for us to disclose the details to You.

11. If you are not happy with the outcome

If you are not happy with the outcome of your complaint, please notify the Director in writing berenese@beascheer.co.uk

Having completed our grievance process, if you wish to take the matter further, we may be willing to consider entering into mediation, facilitated by a qualified civil or community mediator.

In this case, we would:

- expect the costs of the mediation to be split equally between you and The Group
- participate on the understanding that anything disclosed in mediation would be confidential and could not be used in any future Proceedings.

12. Data protection

We will process any personal data collected as a result of a complaint in accordance with our data protection policy.

Data collected from the point at which a parent/guardian makes the complaint will be held securely and only accessed by, and disclosed to,



Parent / Guardian Grievance Policy

those individuals who require access for the purposes of dealing with the grievance procedures (e.g. to conduct an investigation, to keep you informed about progress/the outcome etc).

13. Contact information

The Director: Bernese McNeil
Contact no: 07825 726 718
Email: berenese@beascheer.co.uk
Safeguarding lead: Kayleigh Silvester
Safeguarding lead - email: kayleighsilvester@hotmail.com

14. Policy updates and next review date

This policy will be reviewed every year in (August), or whenever there is a major change in the organisation, in relevant legislation or relevant legislation or any changes in the cheerleading industry.

This policy was updated on:	07th August 2024
Updated by:	Berenese McNeil
Reviewed by:	Louise Bowman
Approved by:	Kayleigh Silvester
Next review date:	06th August 2025
To be reviewed by:	Berenese McNeil
Review to be approved by:	Berenese McNeil

