



Chester Trampoline Club

Complaints policy

If you have a complaint/concern, in the first instance please raise this with the Coach in charge of the session (not with Assistant Coaches).

Please note that the Coach in charge may not be able to deal with your concern until after the session, as their priority is to supervise the session and to pack away the equipment.

If after dealing with the Coach in charge and the complaint/concern is not resolved please contact Colin Hall on colinjhall61@gmail.com or text 07758 701771.

If the Coach in charge is Colin Hall and you feel that the situation has not been resolved, you may request that it be passed on to the Club's Secretary and this will be reviewed within one week and you will be notified of the outcome.

If the matter is concerning welfare, you may contact either of the Club's Welfare Officers. The matter may at any time be passed to either of the Club's Welfare Officers by the Coach in charge, Colin Hall or the Club's Secretary. The contact details of the Welfare Officers are on our website:

<https://chestertrampolineclub.co.uk/coaching/>

If after this point, you feel that the situation has not been resolved, in some instances you may be able to get further advice/assistance from British Gymnastics. Their helpdesk number is 0345 1297129.

Note: no correspondence will be entered into from or via a third party.

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