

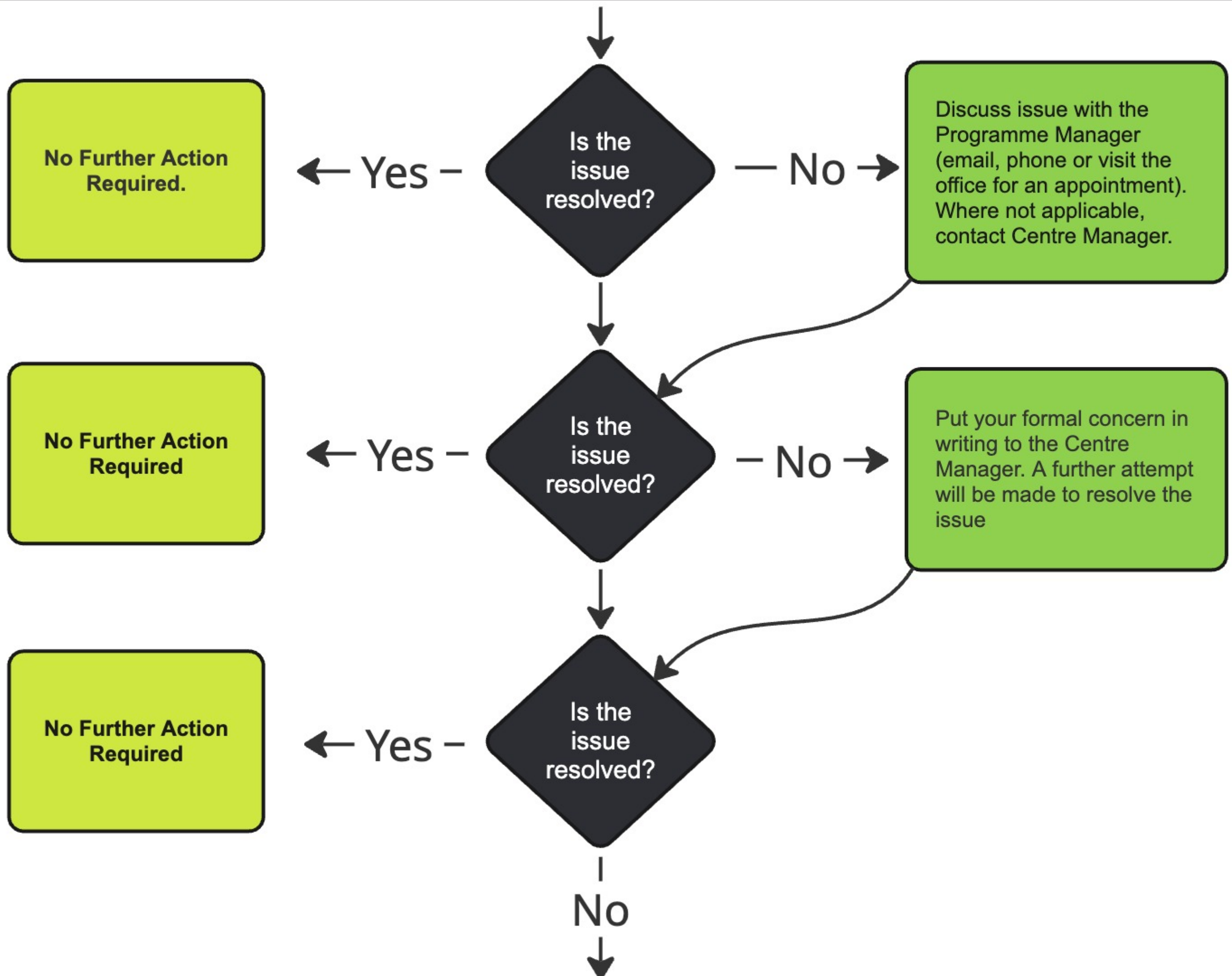
HCG Complaint Procedure: Do you have a concern?

Urgent Concern (Immediate Risk): Gain attention of nearest adult on the gym floor to escalate to the nearest coach immediately, please see an office member immediately, who will action the attention of the appropriate coach on the gym floor.

Concern regarding your child or coaching: Discuss with your child's lead coach or Programme Manager at the earliest opportunity. This can be done by email, phone or by speaking to the coach outside of training times. Alternatively contact the office to arrange for an appointment time with the Programme Manager.

Concern regarding administration: Contact the office by email, phone or by going to the office window.

Concern regarding Child Safeguarding: In line with our child Safeguarding Policy, Please contact our child safeguarding officers by email: childsafety@hamcitygym.co.nz



If the matter remains unresolved, or you believe because of the nature of the problem it is inappropriate to raise your concern with the Centre Manager, a copy of the concern raised is to be forwarded to the Committee President. Committee President will contact all parties in an attempt to reach a satisfactory solution.

Contacts:

Office: office@hamcitygym.co.nz; Ph: 07 849 4546

Centre Manager: manager@hamcitygym.co.nz

Artistic Programme Manager artistic@hamcitygym.co.nz (atten: Jenny)

GFA: admin@hamcitygym.co.nz (atten: Susan)

Trampoline: trampoline@hamcitygym.co.nz

Aerobics: aerobics@hamcitygym.co.nz

Committee: president@hamcitygym.co.nz