

1. Purpose of Policy

Eastern Gymnastics Club treats seriously complaints by members, employees or the local community. The Club aims to resolve any issues quickly and amicably, whilst providing natural justice to all parties involved.

2. Definition of Coverage

- 2.1. This policy applies to complaints made by any member, employee, visitor, or volunteer at the Club in relation to matters including, but not limited to:
 - a) Coaching practices
 - b) Fees
 - c) Classes
 - d) Facilities
 - e) Conduct of an employee or volunteer
- 2.2. This policy does not apply to disputes between members.
- 2.3. This policy does not apply to disputes between a member and the Club as an Incorporated Association
- 2.4. The cases considered in 2.2 and 2.3 are covered by the Constitution.
- 2.5. In case of any conflict, the Club's Constitution takes precedence over this policy

3. Making Complaints

- 3.1. Complaints should usually be addressed to the Club Coordinator and ideally be made in writing.
- 3.2. In cases where the complaint is related to the Club Coordinator, or the complainant feels it would otherwise be inappropriate, the complaint may be addressed to the Club Secretary.
 - a) Minor, program-specific complaints may be addressed to Program Coordinators, but in this case, there is no requirement for follow-up action – this is completely at the discretion of the Program Coordinator.
- 3.3. The complainant may request anonymity, in which case the Club Coordinator or Secretary must address the complaint without identifying the complainant, which in most cases should be unnecessary.
- 3.4. The Club Coordinator or Secretary must work to address or resolve any received complaints within four weeks of receipt, and in doing so may enlist the assistance of any employee or member not directly involved. They should consider the magnitude of the issue when deciding on a course of action or inaction, considering how closely to document their actions and whether or not the issue needs to be brought to the Committee.
- 3.5. If the Club Coordinator or Secretary cannot address or resolve the complaint, or does not do so satisfactorily within four weeks of receipt of the complaint, the issue may be elevated to be considered by the Committee. The Committee's response will be given in writing to the complainant.
- 3.6. In the event that the matter is still not resolved, Gymnastics Victoria may be requested to act as mediator
- 3.7. Whilst a complaint is being determined, particularly for complaints about staff or members, small alterations to the activities of the Club may be made to ensure the continued smooth running of the Club.
- 3.8. All parties involved in a complaint have the right to state their case in its entirety before any action is taken.

4. Vexatious Complaints & Victimisation

- 4.1. The Club aims to ensure our complaints procedure has integrity and is free of unfair repercussions or victimisation. If at any point in the complaint process the Club Coordinator or Secretary considers that a complainant has **knowingly** made an untrue complaint or the complaint is vexatious or malicious, the matter may be referred to the Committee for appropriate action which may include disciplinary action against the complainant.
- 4.2. The Club will also take all necessary steps to make sure that people involved in a complaint are not victimised by anyone for coming forward with a complaint or for helping to sort it

out. Disciplinary measures will be imposed on anyone who victimises another person for making a complaint.

5. Requirements & Responsibilities

5.1. Members, parents, employees

- a) Members, parents and coaches are responsible for raising any genuine issues as early as possible to allow the best chance for an amicable and positive outcome.

5.2. Program Coordinators

- a) Program Coordinators are responsible for ensuring any complaints brought to them are either dealt with promptly and appropriately, or are passed on to the appropriate person in line with this policy
- b) Program Coordinators receiving complaints are responsible for maintaining the anonymity of the complainant.

5.3. Club Coordinator, Secretary

- a) The person receiving a complaint is responsible for the resolution of that complaint, ensuring that adequate records are kept and that the complainant is notified of the outcome.
- b) The person receiving a complaint is responsible for maintaining the anonymity of the complainant when requested.

5.4. Committee

- a) The Committee is responsible for the fair resolution of any complaint which is escalated beyond the initial level.