

1. Purpose of Policy

- 1.1. 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.
- 1.2. EGC welcomes ongoing feedback and discussion regarding opportunities for improvement.

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, between a member and the Club as an Incorporated Association, between a member and the Committee. These cases are covered by the Constitution (Section Division 3 - Grievance procedure).
- 2.3. In case of any conflict, the Club's Constitution takes precedence over this policy.

3. Making Formal Complaints

- 3.1. Complaints should be addressed to the General Manager and be made in writing.
- 3.2. In cases where the complaint is related to the General Manager, or the complainant feels it would otherwise be inappropriate, the complaint may be addressed to the Club Secretary.
- 3.3. The complainant may request anonymity, in which case the General Manager or Club Secretary must address the complaint without identifying the complainant.
- 3.4. The General Manager or Club 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, appropriately documented and whether or not the issue needs to be brought to the attention of the Committee.

- 3.5. If the General Manager 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 escalated to the EGC Executive. The EGC Executive's response will be given in writing to the complainant. The EGC Committee will be informed of any complaint under management by the EGC Executive.
- 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.
- 3.9. If a complaint is elevated to Gymnastics Victoria for their involvement, their policies will apply.

4. Outcome Notification

- 4.1. The Club through the General Manager (or Club Secretary) will communicate the outcome of the complaint to the complainant in writing for any formal complaint lodged.

5. Vexatious Complaints & Victimisation

- 5.1. 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 General Manager or Club Secretary considers that a complainant has knowingly misled and been untruthful or the complaint is vexatious or malicious, the complaint process will be ended.
- 5.2. The Club will 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.
- 5.3. Vexatious complaints or acts of victimisation will be addressed under the Behaviour Management Policy.