

Policy Name: Grievance and Complaints Policy

Purpose

Nunawading Gymnastics & Sports Club (NG&SC) is committed to being open and responsive to any complaints offered by members of our Gymnastics community. Wherever possible, NG&SC will seek an outcome to a complaint that is satisfactory to all parties.

The purpose of this policy is to:

- Ensure a procedure where people who are part of the Gymnastics community can communicate any complaints regarding NG&SC services, functions or operations;
- Enable NG&SC to benefit from all complaints through ensuring that they are recorded, considered, resolved and monitored;
- Establish the principles that Govern NG&SC responses to complaints;
- Ensure that the Gymnastics Community is aware of this policy.

Key Policy Principles

- NG&SC will maintain a formal complaints procedure to ensure that all complaints are responded to in a timely and impartial way;
- NG&SC will ensure that all suggestions for improvement and complaints are recorded, considered and retained for process improvement purposes;
- Confidentiality: NG&SC will address all complaints in a confidential manner. Where possible, NG&SC will protect the identity of the complainant and do everything within its powers to ensure documentation, oral representations and all other evidence is confined to appropriate persons on a strictly confidential basis;
- Action to resolve the complaint will commence within 7 days of the complaint being made (this includes contacting the complainant). Only the people directly involved in making, investigating or resolving a complaint will have access to information about it;
- NG&SC will ensure that the complaint investigation process is impartial;
- No assumptions will be made nor any action taken until all relevant information has been collected and considered;
- Principles of natural justice and due process will apply to the handing of all complaints and grievances.

Scope

- NG&SC Committee Members, sub-committees and Technical Committees Employees, contractors and volunteers of NG&SC;
- Support personnel appointed or elected to teams and squads (e.g. Team managers, Head Coaches, physiotherapists, psychologists, masseurs, sport trainers);
- Coaches and assistant coaches;
- Athletes and Gymnasts;
- Judges and other officials involved in the regulation of the sport;
- Members, including life members;
- Athletes, coaches, officials and other personnel participating in events and activities, held or sanctioned by NG&SC
- Any other person including spectators, parents/guardians and sponsors

Application & Responsibilities

Applied by the Committee of Management

NG&SC Grievance and Complaints Procedure

Formal Grievances and complaints received are required to be received in writing (addressed to the NG&SC President of the Committee of Management) and fall into three types:

- a) General Grievances and Complaints;
- b) Grievance and Disputes brought under section 9.0 of the NG&SC Constitution;
- c) Complaints brought about under Section ? of the Member Protection Policy.

All Types of Formal Complaints:

Step 1:

Wherever possible a person planning to make a complaint (the Complainant), regarding a matter, should in the first instance address the problem with the person or people involved (the Respondent) if able to do so.

Step 2:

If the complaint cannot be resolved as per step 1 the Complainant can contact their Club Member Protection Information Officer (MPIO) or an MPIO within the NG&SC Office. A member protection information officer can help a Complainant handle a complaint in an appropriate and consistent manner. MPIO's do not investigate complaints but help the person with the concern to deal with what has happened.

Step 3:

After discussion with an MPIO the Complainant can determine how best to address the matter including making a "Formal Complaint or Grievance" in writing addressed to the President of NG&SC.

General Grievances and Complaints

A General Grievance or Complaint relates to any serious matter that the Complainant feels should be brought to the attention of NG&SC. The process for making a General Grievance or Complaint is as follows:

A person making a written complaint (the Complainant) must consider the following:

- have tried to resolve the problem and failed where related to a Technical matter have first addressed the complaint to the relevant technical committee;
- the allegations are very serious;
- the allegations have been denied and you want to substantiate them;
- a complaint wants to request the complaint be investigated;
- a Complainant has been victimised for complaining;
- a complaint is being made against a senior person and an investigation will help to ensure the complainant is not disadvantaged;
- A written complaint must provide a detailed description on a factual basis of the incident(s) and provide all evidence of the allegations being made;
- This information may lead to an investigation being held or a mediation session convened;
- Any person part of an investigation or mediation are permitted to have a support person with them;
- Any information provided by the Complainant will be provided to the other party for the other party to respond to including the name of the Complainant;
- The relevant NG&SC Staff members will make contact with the Complainant and if the matter cannot be resolved, NG&SC may require further information to be provided;
- Where related to a Technical matter a NG&SC staff member may first ask the complaint to address the complaint to the relevant Technical Committee;
- On receipt of any further information a NG&SC staff member will investigate the matter and make a recommendation for consideration by the President of NG&SC.



Implementation of the resolution

Where the complaint cannot be resolved through this process, the NG&SC President may refer the matter to independent mediation;

Grievance and Disputes brought under Section 9 of the NG&SC Constitution;

Formal complaints are grievances brought under Section 9 of the NG&SC Constitution and will be handled as per sections 9.1 through to 9.10 of the NG&SC Constitution;

Formal Complaints brought about under Section 7 of the GV Member Protection Policy shall follow the Complaint Handling Procedures as outlined in Part E of the GV Member Protection Policy.

This Policy was implemented by the Committee of Management of the Nunawading Gymnastics & Sports Club Inc. in January 2017.

Date: January 2017

Review Date: 2019

**Approved by: President – Bruce Treble
Secretary – Jackie Whitbourn**