

# COMPLAINT MANAGEMENT PROCEDURES

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## **SCGC Management System**

Prepared for SCGC Members



Southern Canberra Gymnastic Club Incorporated  
ABN 79 338 328 928

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Approved by the Club Committee

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President

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Date

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# 1 Introduction

## 1.1 Purpose

The purpose of this document is to describe how people can raise complaints and the procedures to be followed for any and all complaints raised formally or informally with the Club.

## 1.2 Scope

The procedures cover all complaints raised with the Club by anyone and in any regard.

# 2 Processes

The Southern Canberra Gymnastics Club is always looking to improve its services to its members.

All suggestions are looked at closely and considered with high value.

If any problems arise there is a straight forward question/complaints procedure below for all members to follow.

However, the internal Club process needs to be adapted subject to who a complaint might be made against. For example:

- If the complaint is against a program manager or senior coach, that manager/coach must exclude him or her self from the process and the matter handled by one of the other managers/senior coaches or the Office Manager.
- If the complaint is against the Office Manager the matter will be handled by the President or a nominated Committee member.
- If the complaint is against a Committee member the matter will be handled by another Committee member who has not been involved in the matter.

In all instances, the matter should be advised to the Club's Member Protection Officer (see the front office for MPO details).

The Club will follow the process shown in Figure 1 for all complaints received.

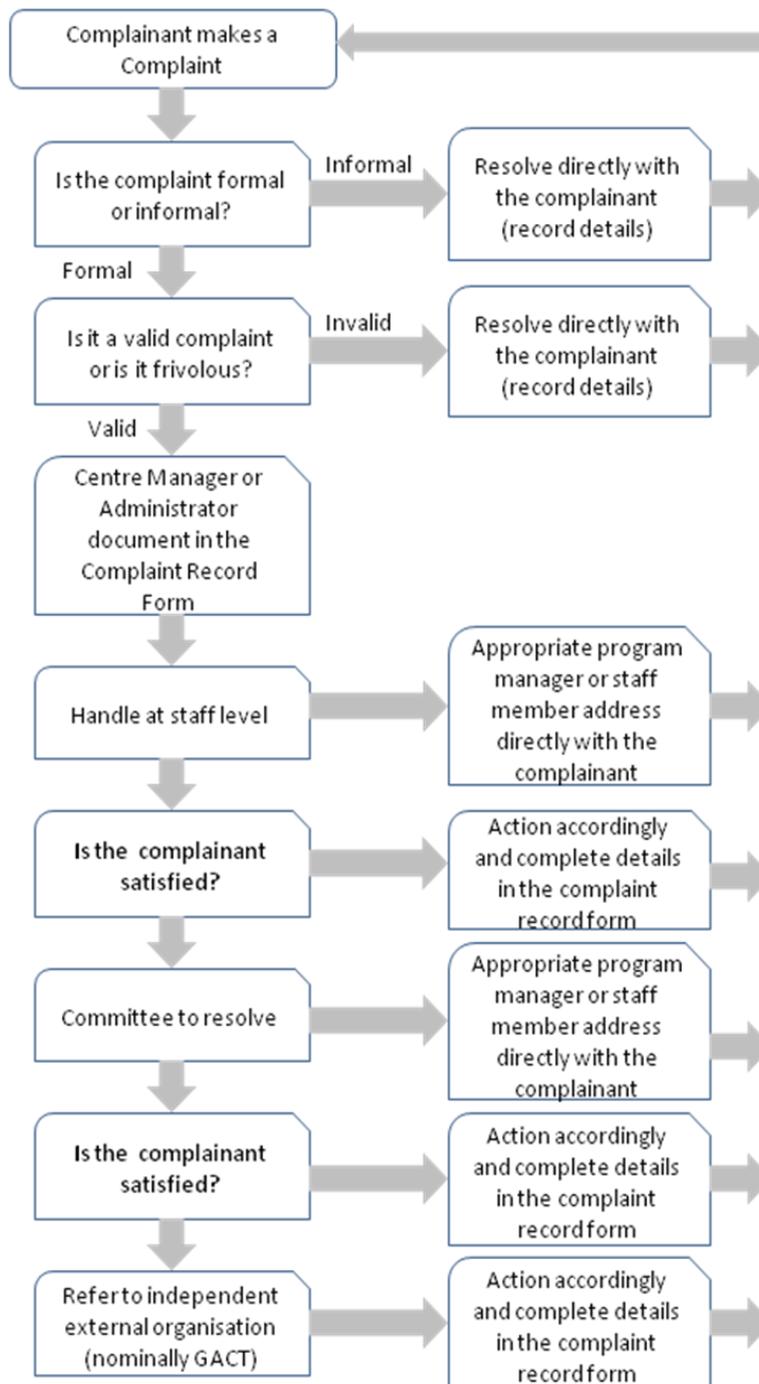


Figure 1 – Club Internal Complaint Process

### 3 Procedural steps

The Club deals with any complaint promptly, seriously, sensitively and confidentially.

At any stage, it is the prerogative of the complainant to proceed with, or retract, a complaint.

Further, while the Club treats all complaints seriously, it considers any breach of the Member Protection Policy as an extremely serious offence and treats such complaints separate from all other complaints.

### 3.1 Complaints regarding a breach of the member protection policy

As soon as such a complaint is raised, regardless of who raises the complaint, the matter is to be brought to the attention of the Office Manager and the Member Protection Officer (MPO). (Note: In the unlikely event the complaint is brought against one of these two persons, the person not involved is to be advised).

At all times, the principle of natural justice is to be kept in mind and the facts established before taking any formal action.

In the first instance the Office Manager or the MPO should:

- a. Fully discuss the matter with the complainant to verify the details of the complaint;
- b. Separately approach the person concerned and advise him or her of the complaint and seek their side in the matter;
- c. If the complaint is not agreed by the person concerned the matter should be discussed again with the complainant and, if necessary, bring the parties together with an independent arbitrator (may be a committee member or senior coach) to resolve the matter;
- d. In the event the complaint is confirmed, ask him or her to stop the specific behaviour immediately, even if they consider the behaviour to be non-offending;
- e. If the behaviour continues, remind the person of the Club's "3 strikes and your out" philosophy and escalate the matter to the MPO;
- f. The MPO shall action the matter as appropriate, including as necessary advising the parents and the relevant authorities;
- g. Record all details of the complaint and the actions taken; and
- h. Follow-up with the complainant.

### 3.2 Member protection officer

The Club's Member Protection Officer arrangements are detailed in the Club's Member Protection Policy. The MPO is appointed by the committee.

The Member Protection Officer is responsible for the implementation of the Club's Member Protection Policy and for the administration/management of any breaches of that policy.

### 3.3 Disciplinary committee

If no resolution is achieved, the MPO gives all reports to the **President** who determines the appropriate course of action, including convening a disciplinary committee.

The disciplinary committee shall be constituted and administered in accordance with the Club Constitution.

### 3.4 External resolution

If the complaint is not resolved, the Complainant may make a written complaint to an external organisation for mediation or arbitration. This can be done with the support of the MPO.

If the complaint is upheld, a remedy will be prescribed by that external organisation.

### 3.5 All other complaints

All other complaints are to be processed in accordance with Figure 1.

The complaint is to be treated at the most appropriate level, for example:

- a. complaints in regard to safety, be it related to equipment, access or specific coaching techniques – the relevant program manager and the Office Manager advised ( if deemed to be serious safety matter the committee is to be advised through the committee-staff liaison officer);
- b. complaints against individual coaches – the relevant program manager;
- c. for general complaints or complaints about fees/payments and the like – the Office Manager or front office personnel (if necessary the advice of the Treasurer is to be sought);
- d. complaints about the facility, the grounds, carpark etc – the Office Manager who may refer it to the Committee.

If the program manager and/or the Office Manager feels its necessary any complaint can be escalated to the Committee for resolution.

### **3.6 Complaints analysis**

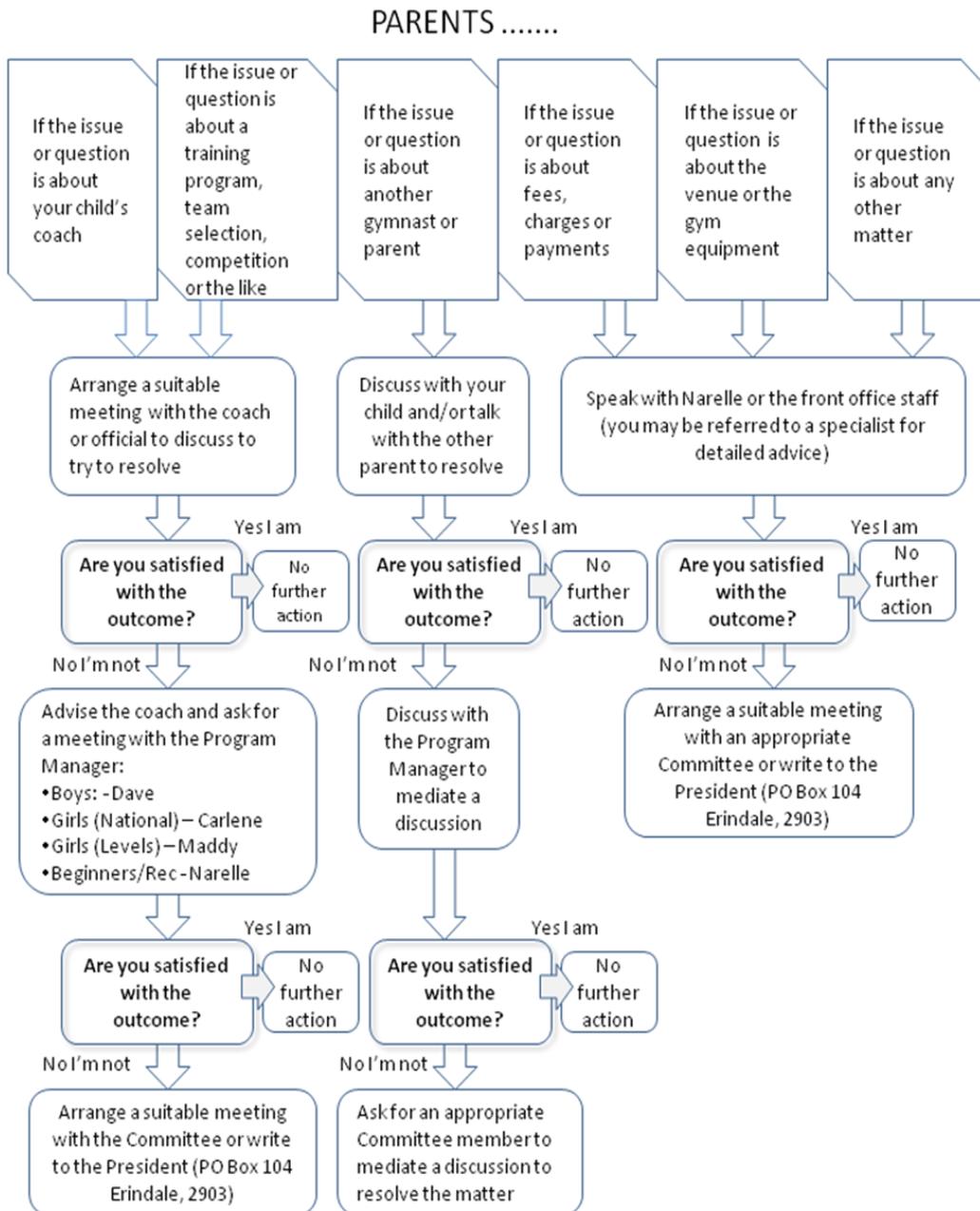
The committee will access the complaints register each term and analyse the matters involved to determine if there any specific issues or emerging trends. Such analysis will be done in committee by reviewing the register and discussing the matters and resolutions to determine if further committee action is required. In such cases, appropriate corrective action will be discussed with the program managers and the Office manager.

## 4 Making a Complaint

### 4.1 How can PARENTS/MEMBERS make a complaint?

**Please make your views heard**

Please refer to the process chart below.



**REMEMBER – IF YOU THINK THE ISSUE INVOLVES INAPPROPRIATE BEHAVIOUR OR ANY FORM OF DISCRIMINATION OR BULLYING – YOU SHOULD CONTACT A PROGRAM MANAGER OR COMMITTEE MEMBER IMMEDIATELY!!**

#### 4.1.1 Complaints about coaches, officials other parent

For a specific concern, talk directly to the person/coach/parent involved at a mutually convenient time to discuss the matter (if resolved, no further action is required).

#### 4.1.2 All other complaints

Please see Narelle or the front office personnel to discuss. They may have to refer you to someone else to address the detailed aspects of the issue.

For a general suggestion or comment or complaint, if you prefer, you may write the details down and hand it to the front office personnel – or else they can record the matter directly onto the Club's complaint record form.

#### 4.1.3 If you are not satisfied

If the outcome of above is not satisfactory then notify the person/coach/parent involved and ask for a meeting with the appropriate program manger/senior coach.

If there is still no resolution, an official complaint can be made to the SCGC committee. It can either be emailed to [gymclub@optusnet.com.au](mailto:gymclub@optusnet.com.au) (attention SCGC President) or posted to P.O. Box 104, Erindale, AACT 2903 (attention SCGC President).

When we have fully investigated and responded to your complaint, and if you are still not satisfied with the outcome, you can advise the President accordingly and ask for an independent body to consider the matter. The independent body will normally be Gymnastics ACT.

#### 4.1.4 Timings

Once the formal complaint is received it will be investigated and an initial response will be given within seven days. If it is a more serious or complicated issue then a further more detailed response will be given within 4 weeks (as the SCGC committee may need to convene to consider the issue).

#### 4.1.5 Who to contact?

**Coach issues** – if you have an issue with one of the coaches in the gym please arrange an appropriate time to speak directly to that coach and try and resolve the issue first. If the discussion with the coach is unsatisfactory please notify the coach that you are not satisfied and make a time to speak to the appropriate program manager or senior coach. These are:

- |                         |                     |
|-------------------------|---------------------|
| • MG/Boys Programs      | David Norgate       |
| • WG (National Stream)  | Carlene Bourandaris |
| • State Stream          | Maddy Reynolds      |
| • Daytime/Beginners/Rec | Narelle Jansen      |

**Issues with other parents** – first speak directly to the parent involved and try to resolve the issue. If the outcome is not satisfactory then ask one of the program managers/senior coaches to mediate a meeting and if the outcome is still unsatisfactory, speak to a committee member directly asking for a suitable time to have a committee member mediate a discussion.

**If your child is having issues with another gymnast** – firstly speak to your child and see if the problem can be resolved. If this outcome is not satisfactory then speak to the other child's parent to see if you can resolve this between you. If this still doesn't work speak to your child's coach who will organise a program manager or a committee member to help mediate a discussion / resolution.

**Issues with any of the gymnastic equipment** – discuss directly with your child's coach but if it's a safety matter please immediately bring to the attention of any senior coach or committee member.

**Leotard/tracksuit/uniform issues** – Please talk with your child's coach or contact Narelle or the front office personnel to resolve the issue..

**Competitions** – first you should speak to your child's coach after the competition (**please do not approach the coach or enter the competition area during the competition**). If they cannot answer your question then speak with the applicable program manager. Your child's coach and their program manager are responsible for ensuring the competition entry forms are distributed as well as providing all competition information. It is best to talk with the coach early when you know competitions are coming up.

**Gymnastic trips / camps** – first you should speak to your child's coach. If they cannot answer your question then the program manager/senior coach will be able to help you or talk with the front office personnel who can follow up with your questions to ensure you get the necessary information or resolution.

**Gymnast equipment** – GRIPS, WRIST GUARDS, GYM SHOES, ETC – please first talk with your child's coach as they can tell you what your child needs. Once you have checked with your child's coach you can buy these things from the front office (the Club does not hold lots of stock and orders such items as required). Alternately you can go direct to the equipment suppliers. The Club's preferred supplier is:

AMCO Gymnastics  
2/2 Garden Rd. Clayton VIC  
Australia 3168

Phone: (03) 9561 6110  
Fax: (03) 9561 5734

If you have any problems with products bought please speak directly to Pascal or Nikki from Amco Gymnastics.

**Gym rules** – must be adhered to. They are posted up on the entrance gates in the foyer. Alternately you can find them in the 'All you need to know about starting recreational gymnastics at Waverley' and in the squad parent manual. Please ensure you help your child to follow these very carefully. If you have an issue with any of these rules please contact the SCGC committee on [gymclub@optusnet.com.au](mailto:gymclub@optusnet.com.au) (attention The President) or talk with the front office personnel.

**Team selection** – this is worked out individually for each competition but is based on scores from trials. For information on any team selection contact your program manager.

**Codes of conduct** – there are codes of conduct for gymnasts, coaches, administrators, parents, spectators, judges and chaperones. Please make sure you have read the ones relevant to you. The SCGC considers a breach in the code of conduct very seriously. They are also on our website [www.southerncanberra.gymnastics.org.au](http://www.southerncanberra.gymnastics.org.au) . Please see your child's coach if you have a problem.

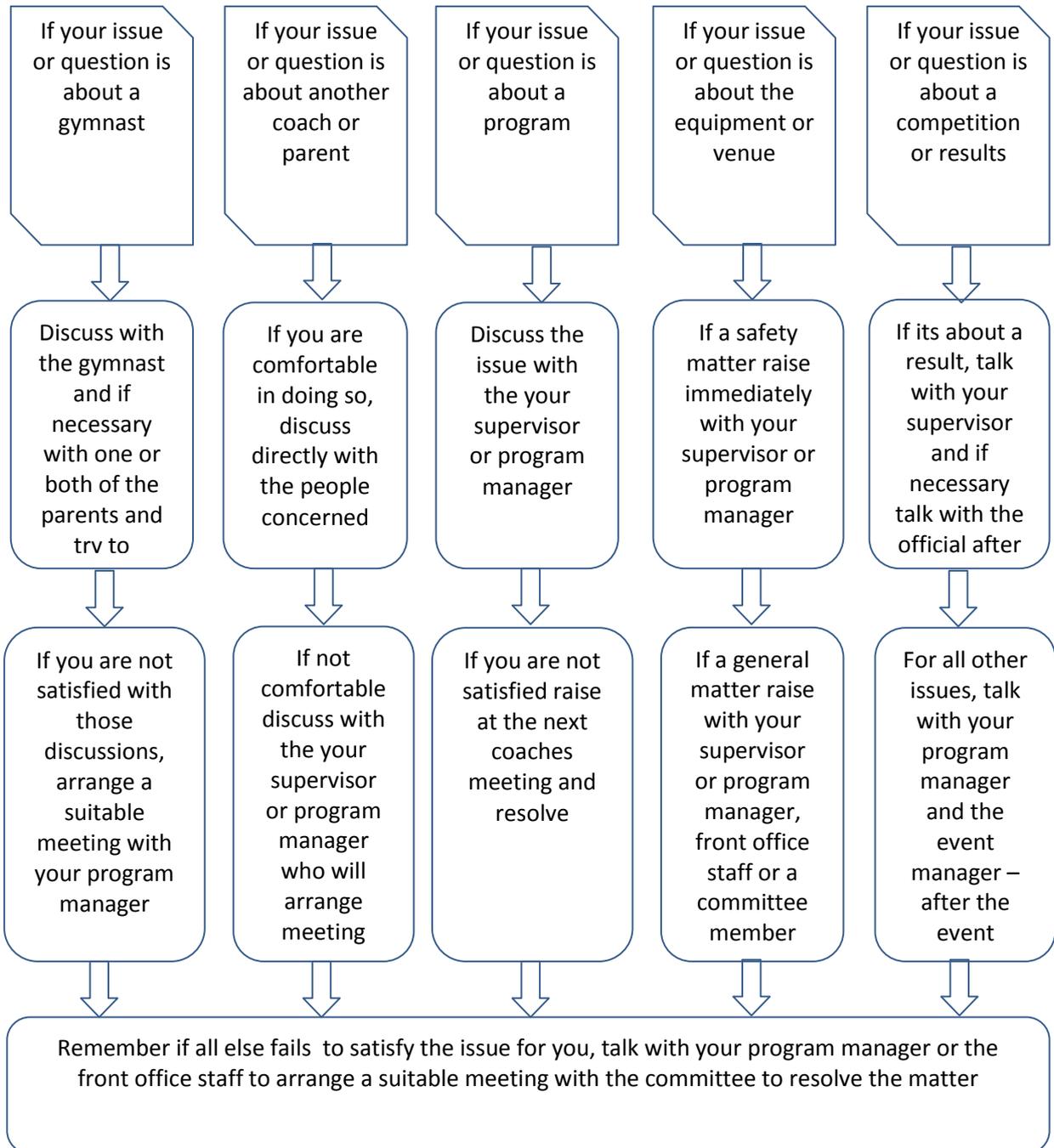
**Fees/Payments** – If you have any queries regarding fees or accounts, please discuss with the front office personnel or talk with Narelle (if necessary ask to talk with the Treasurer or a member of the Committee).

## 4.2 How can COACHES/OFFICIALS make a complaint?

It's your duty and responsibility to identify any issues – **especially** safety matters

Please refer to the process chart below.

### COACHES.....



#### **4.2.1 Complaints about a gymnast**

For a specific concern, talk directly to the gymnast concerned and if necessary with the gymnast's parent preferably immediately after the training session but otherwise at a mutually convenient time to discuss the matter (if resolved, no further action is required).

If the matter is not resolved talk with your supervisor or program manager to resolve the issue.

All such matters are generally able to be resolved at this level, however, in the event it cannot be resolved or is of a serious nature, ask the program manager to arrange a meeting with the committee.

#### **4.2.2 Complaints about other coaches or parents**

First, try to discuss the issue directly with the other coach or parent. However, if that is not practical or you do not feel comfortable doing this, talk with your supervisor/program manager about the specific issue. If he/she considers the issue is valid, he/she will arrange a meeting with the other coach/parent and resolve the matter.

Again, if you are not satisfied or the matter is of a serious nature, the supervisor/program manager must bring it to the attention of the committee.

#### **4.2.3 Complaints about the programs**

If the complaint is about a program or specific training activity talk first with your immediate supervisor. If not satisfied talk with the program manager or raise the matter at the next coaches meeting.

All such matter will be resolved at this level.

#### **4.2.4 Complaints about the equipment or venue**

If the complaint involves a safety issue, bring it immediately to the attention of a senior coach, program manager or a committee member. Ensure the matter is recorded and action taken quickly, otherwise raise the matter again.

All general complaints about equipment and the venue raise with your program manager.

#### **4.2.5 Complaints about competitions or results**

DO NOT APPROACH A JUDGE OR OFFICIAL DURING A COMPETITION.

If the complaint is about a score or placing in a competition or event, raise it with your senior coach or program manager and ask for clarification with an appropriate official after the event has ended.

If not satisfied ask for a meeting with the event manager to discuss the matter to see if further action is necessary.

If the complaint is about the conduct or format of the competition or event, either note it down and hand to the front office staff or seek a meeting with the event manager after the event has finished to discuss.

## **5 Application**

This policy is applicable to all Members of the Club and is to be provided to all staff members (and to new staff during their induction training).

## 6 Owner

The President is the owner of the policy and is responsible for its maintenance.

## 7 Revision record

Date	Issue	Author	Description of Revision
06 Jan 06	1.0	Bob Weight	First issue.
04 Jan 07	1.1	Bob Weight	Updated after 2007 Planning Meeting – document consistency across the CMS
19 Mar 11	1.2	Bob Weight	Amended to address wider and more detailed complaint procedures
11 May 11	1.3	Bob Weight	Updated after committee review/comments
14 May 1	1.4	Bob Weight	Updates after further comments and removal of incorrect references (read Waverley GC)