



Complaint Management Procedure Policy

FLIP is committed to being open and responsive to any complaints offered by members. Wherever possible FLIP will seek an outcome to a complaint that is satisfactory to all parties.

1. PURPOSE

- The purpose of this policy is to:
- Ensure a procedure through which people who are part of the FLIP can communicate any complaints regarding FLIP services, functions or operations
- Enable FLIP to benefit from all complaints through ensuring that they are recorded, considered, resolved and monitored
- Establish the principles that Govern FLIP responses to complaints
- Ensure that the FLIP Community is aware of this policy

2. KEY POLICY PRINCIPLES:

- FLIP will provide Member Protection Information Officer's to guide members when addressing a concern or complaint. An MPIO can help a person with an issue or complaint to follow the procedures in an appropriate and consistent way to deal with the situation. MPIO's do not investigate complaints or deal with issues but help the person with the concern to understand and work through the complaint management Procedure.
- Concerns will be addressed where possible initially with the parties involved or the staff member best placed to address the issue. On occasion the issue may need to be addressed by the head coach or onsite coordinator. If no resolution is found a manager may need to become involved. If no resolution is found through this process a formal complaint may be necessary.
- FLIP will maintain a formal complaints procedure to ensure that all complaints are responded to in a timely and impartial way
- FLIP will ensure that all suggestions for improvement and complaints are recorded, considered and retained for process improvement purposes
- **Confidentiality:** FLIP will address all complaints in a confidential manner. Where possible, FLIP 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 14 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.
- FLIP 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

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3. COVERAGE:

FLIP Directors and managers
Employees and contractors
Volunteers of FLIP
Support personnel
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, including camps, holiday programs and parties
Any other person including spectators, parents/guardians and sponsors

4. APPLICATION and RESPONSIBILITIES:

Formal Grievances and complaints received are required to be received in writing via email (addressed "Attention FLIP Operations Manager) and fall into 2 types:

- a) General Grievances and Complaints
- c) Grievances and complaints brought under the Member Protection Policy, Complaints Child protection policy, or the privacy policy

The following procedures are to be used to guide action.

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 issue cannot be resolved in step 1 the complainant should work with the head coach or onsite coordinator to reach a solution.

Step 3: If the issue cannot be resolved in step 1 or 2 the complainant should work with an FCGC manager to find a suitable resolution.

Step 4: If the complaint cannot be resolved as per step 1-3 the Complainant can contact the Member Protection Information Officer (MPIO). 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 and understand their options.

Staff 5: 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 Operations Manager of FLIP.

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General Grievances and Complaints relates to any serious matter that the Complainant feels should be brought to the attention of FLIP. 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 using the steps above and failed
 - 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
 - Complaints or Grievances received that are not related to harassment or discrimination will follow this process
- The relevant FLIP Staff members will contact the Complainant and if the matter cannot be resolved, FLIP may require further information to be provided
- On receipt of any further information a FLIP staff member will investigate the matter and make a recommendation for consideration by FLIP's Operations Manager.
- Implementation of the resolution
- Where the complaint cannot be resolved through this process, FLIP's Operations Manager may refer the matter to independent mediation, or the matter may be referred to FLIP's Director
- The Director will determine whether to investigate the complaint. If for some reason the Director is unable to investigate a suitable person will be appointed to this role by the director.
 - If the Director determines to investigate, they will:
 - i. Inform the alleged wrongdoer;
 - ii. Interview both parties separately;
 - iii. Keep confidential records of the process;
 - iv. Attempts mediation to achieve resolution; &
 - v. Follow up with the Complainant.
- If no resolution is achieved, the Director will determine the appropriate course of action.
- *External Resolution*
 - i. If the complaint is not resolved, the Complainant may make a written complaint to an external organisation for mediation or arbitration.
 - ii. If the complaint is upheld, a remedy will be prescribed by that external organisation.

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