

Addressing Concerns—Complaints

Concern

Any concern should first be brought to the person involved or who can most immediately address the concern.

Example : my gymnast is not learning anything in class— speak to the class coach

Speak with coach or membership staff member



If the complainant is not satisfied or it is a more concerning issue the concern should be brought to the head coach or coordinator

Head coach / Coordinator

Example: my gymnast is being ignored by the class coach

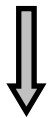


Complaint

If the complainant is not satisfied or it is a more concerning complaint it should be brought to the venue manager.

Example: A coach mistreated my gymnasts (swore, belittled etc.)

Venue Manager



If the complainant is not satisfied or it is a serious complaint it should be brought to Operations manager.

Example: A staff member discriminated against me

Operations Manager

Formal Complaint

If the complainant is not satisfied or it is a serious complaint a formal complaint can be submitted

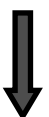
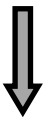
A person making a formal complaint must do so in writing.

MPIO or manager —gives Operations Manager email

The Complainant must consider the following:

- have tried to resolve the problem and failed
- the allegations are very serious
- the allegations have been denied and you want to substantiate them
- a complainant 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.

Operations Manager will conduct investigation and provide information to the Directors



Directors