

# Grievances and Complaints Policy

Policy status:

Approval Date	Next review	Frequency	Last Updated	Update	Author/Modifier
July 2015	July 2017	Every two years	July 2015		GV CEO

## 1. BACKGROUND and PURPOSE:

Gymnastics Victoria (GV) is committed to being open and responsive to any complaints offered by members of the Victorian Gymnastics community. Wherever possible Gymnastics Victoria will seek an outcome to a complaint that is satisfactory to all parties.

The purpose of this policy is to:

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

## 2. KEY POLICY PRINCIPLES:

- Gymnastics Victoria will maintain a formal complaints procedure to ensure that all complaints are responded to in a timely and impartial way
- Gymnastics Victoria will ensure that all suggestions for improvement and complaints are recorded, considered and retained for process improvement purposes
- Confidentiality: Gymnastics Victoria will address all complaints in a confidential manner. Where possible, GV 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.

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- Gymnastics Victoria 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



### 3. DEFINITIONS:

No definitions

### 4. COVERAGE:

- Gymnastics Victoria Board Members, Board sub-committees and Technical Committees
- Employees, contractors and volunteers of GV;
- 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, including camps and training sessions, held or sanctioned by GV
- Any other person including spectators, parents/guardians and sponsors

### 5. APPLICATION and RESPONSIBILITIES:

Applied by the CEO and Events and Marketing Team

## Gymnastics Victoria Grievance and Complaints Procedure

Formal Grievances and complaints received are required to be received in writing (addressed to the Gymnastics Victoria CEO) and fall into three types:

- a) General Grievances and Complaints
- b) Grievance and Disputes brought under section 11.1 of the Gymnastics Victoria Constitution
- c) Complaints brought about under Section 7 of the Member Protection Policy.

The following procedures are to be used to guide action.

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**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 Gymnastics Victoria 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 an MPIO the Complainant can determine how best to address the matter including making a "Formal Complaint or Grievance" in writing addressed to the CEO of Gymnastics Victoria. If the matter relates to the CEO the CEO shall hand over the complaint to a suitable other person to handle (i.e. another GV Manager or the Chair of the Board).

### a) 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 Gymnastics Victoria. 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
- Complaints or Grievances received that are not related to harassment or discrimination will follow this process

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- The relevant Gymnastics Victoria Staff members will make contact with the Complainant and if the matter cannot be resolved, Gymnastics Victoria may require further information to be provided
- Where related to a Technical matter a GV staff member may first ask the complaint to address the complaint to the relevant Technical Committee
- On receipt of any further information a Gymnastics Victoria staff member will investigate the matter and make a recommendation for consideration by the Gymnastics Victoria CEO
- Implementation of the resolution

*Where the complaint cannot be resolved through this process, the GV CEO may refer the matter to independent mediation or the matter may be referred to the Gymnastics Victoria Board*

b) **Grievance and Disputes brought under section 11.1 of the Gymnastics Victoria Constitution**

Formal complaints are grievances brought under Section 11.1 of the Gymnastics Victoria Constitution will be handled as per sections 11.2, 11.3, 11.4, 11.5 and 11.6 of the Gymnastics Victoria Constitution

c) **Complaints brought about under Section 7 of the Member Protection Policy.**

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

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