

COMPLAINT POLICY

AUSSIE GEMS DANCE, GYMNASTICS & CHEERLEADING- COMPLAINT PROTECTION POLICY

INTRODUCTION

Our club takes all complaints about behaviour seriously. Complaints can range from quality for service, professionalism, communication, health and safety, billing, discrimination and incidents between children. Our club will handle complaints based on the principles of procedural fairness.

More serious complaints may be escalated to our Gymnastics NSW or the appropriate office.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club may need to report the behaviour to the police and/or relevant government authority.

COMPLAINT COMMITTEE

Our club has a dedicated group to deal with the complaints and ensure record keeping is kept correctly. This includes but is not limited to, head of operations, head of special projects, senior admin, finance manager, and owner(s) of Aussie Gems.

Complaint Handling Process

When a complaint is received by our club, the person receiving the complaint (e.g. Senior Staff, member of the complaint committee) will:

- listen carefully and ask questions to understand the nature and extent of the concern;
- ask how they would like their concern to be resolved and if they need any support;
- explain the different options available to help resolve the complainant's concern;
- inform the relevant government authorities and/or police, if required by law to do so; and
- where possible and appropriate, maintain confidentiality but not necessarily anonymity.

PROCEDURAL STEPS

Step 1: Informal Resolution

- Many complaints can be solved through an informal process of mediation. The informal process seeks to provide more information to the person complaining (e.g., to clarify club policies and procedures). The informal process can be completed either in person at Aussie Gems or via phone calls, or in email, and resolved without recording keeping and escalating.

Step 2: Formal Complaint Submission

- If the issue cannot be resolved informally, a formal complaint can be submitted. Complaints can be made via:
 - Email:** info@aussiegems.com.au
 - In-person:** At Aussie Gems' office, by appointment.
- A written record of the complaint will be created, and the complainant will receive an acknowledgment within 5 business days.

Step 3: Investigation and Response

- The complaint will be reviewed by the appropriate manager or complaint committee. This investigation may include discussions with relevant parties and a review of any supporting documentation.
- A response or resolution plan will be communicated to the complainant within 1 – 2 weeks of the complaint.

Step 4: Escalation (if necessary)

- If the complainant is not satisfied with the outcome, they may request a further review by owner(s).

- For issues that remain unresolved, guidance on external dispute resolution options (such as relevant industry or government bodies- Gymnastics NSW) will be provided.

Record-Keeping and Monitoring

- All complaints and outcomes will be documented and stored securely.
- Complaints will be reviewed periodically to identify trends and areas for improvement.

Policy Review

- This policy will be reviewed annually or as required to ensure it remains effective and aligned with industry standards.

In situations where a complaint is referred to our State association and an investigation is conducted, the club will:

- co-operate fully with the investigation;
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on our State association's recommendations.

At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge a complaint with the anti-discrimination commission or other external agency.

Disciplinary Sanctions

Our club may take disciplinary action against anyone found to have breached our policy or made false and malicious allegations. Any disciplinary measure imposed under our policy must:

- be applied consistent with any contractual and employment rules and requirements.
- be fair and reasonable.
be based on the evidence and information presented and the seriousness of the breach; and
be determined by our constituent documents, by Laws and the rules of the game.

Possible sanctions that may be taken include:

- a direction that the individual make verbal and/or written apology;
- counselling of the individual to address behaviour;
- withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by our club;
- suspension or termination of membership, participation or engagement in a role or activity;
- de-registration of accreditation for a period of time or permanently;
- a fine; or
- any other form of discipline that our club considers reasonable and appropriate.

Appeals

The complainant or respondent may be entitled to lodge an appeal against a decision made in relation to a complaint (including a decision where disciplinary sanctions are imposed by our club) to our State association. Appeals must be based on any right of appeal provided for in the relevant constituent documents, rules, regulations or by law

REPORTING DOCUMENTS EXAMPLE AND REQUIREMNT

RECORD OF COMPLAINT

Name of person receiving complaint		Date: / /
Complainant's Name	<input type="checkbox"/> Over 18	<input type="checkbox"/> Under 18
Complainant's contact details	Phone: Email:	
Complainant's role/status in Club	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete/player <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other
Name of person complained about	<input type="checkbox"/> Over 18	<input type="checkbox"/> Under 18
Person complained about role/status in Club	<input type="checkbox"/> Administrator (volunteer) <input type="checkbox"/> Athlete/player <input type="checkbox"/> Coach/Assistant Coach <input type="checkbox"/> Employee (paid) <input type="checkbox"/> Official	<input type="checkbox"/> Parent <input type="checkbox"/> Spectator <input type="checkbox"/> Support Personnel <input type="checkbox"/> Other
Location/event of alleged issue		
Description of alleged issue		
Nature of complaint (category/basis/grounds) Can tick more than one box	<input type="checkbox"/> Harassment or Sexual/sexist Sexuality Race Religion Pregnancy Other	<input type="checkbox"/> Discrimination <input type="checkbox"/> Selection dispute <input type="checkbox"/> Personality clash <input type="checkbox"/> Bullying <input type="checkbox"/> Disability <input type="checkbox"/> Child Abuse <input type="checkbox"/> Coaching methods <input type="checkbox"/> Verbal abuse <input type="checkbox"/> Physical abuse <input type="checkbox"/> Victimisation <input type="checkbox"/> Unfair decision
What they want to happen to fix issue		
Information provided to them		

Follow-up action

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