



## Policy Document

# Complaints and Compliments Process Policy

Approval Date	Next Review	Author/Modifier
19/2/18	19/2/19	General Manager

### Policy Rationale and Purpose

This policy assists to ensure that complaints and compliments are managed and investigated within a consistent, fair and transparent process and that the most appropriate person is involved at the time of formal lodgement of the complaint.

**Compliments** provide positive feedback to BTYC Gymnastics Club and individual staff members about the quality of our services and operations.

**Complaints** provide a valuable opportunity to continually review and improve our services and operations.

In relation to complaints BTYC Gymnastics is committed to efficient and fair resolution of a complaint by club members and/or the general public in accordance with the principles of open disclosure.

### Common complaint examples

Fees/ Payments Complaints relating to the payment of BTYC Membership or term fees

Coaching Practices - Complaints relating to specific Coaches, programs or coaching practices at BTYC. This includes complaints relating to Coaches at competitions held outside of BTYC Gymnastics facility

Venue/ Facilities Complaints relating to BTYC facilities including field of play and common areas at the facility



Manningham DISC – 360 Springvale Road, Donvale 3111

P.O. Box 1048, Mitcham North 3132 | P (03) 9841 4773 | F (03) 9841 4733

E [david@btycgymnastics.org.au](mailto:david@btycgymnastics.org.au) | W [www.btyc.gymnastics.org.au](http://www.btyc.gymnastics.org.au)

ABN: 79316404702 | Incorporated Registration: A0002190A

## Policy Definitions

**Allegation** - an assertion made by a party in a complaint proceeding, which the party then undertakes to prove.

**Complainant** – a person who makes a complaint.

**Complaint** – Means an expression of concern or dissatisfaction with any aspect of BTYC Gymnastics operations or services provided and may be formal or informal in nature. An informal complaint may include minor issues or concerns. Informal complaints do not require reporting under this policy. A formal complaint (or grievance) is a complaint not resolved on the spot by the staff member involved and fall under the guidance of this Policy.

**Disputes** – Often result from a complaint which has progressed beyond a minor concern or dissatisfaction and has not been able to be resolved through effective primary communication or process. Disputes require careful and prompt attention so they do not become damaging to relationships, counter-productive and costly to the organisation.

**Compliment** – a positive expression or affirmation of a positive action observed or experienced and expressed in regard to any aspect of BTYC Gymnastics operations or services and may be formal or informal in nature.

**Defamation**- is the communication of a statement that makes a claim, expressly stated or implied to be factual, that may give an individual, business, product or group a negative image.

**Finding/Outcome** - A conclusion reached after review, or investigation.

**Grievance** – A complaint that has been formally registered with a manager and once made must be recognised and dealt with immediately.

**Respondent** – The defendant in a proceeding commenced as a result of a formal complaint or grievance.

**Response** - A communication provided after examination or investigation

**Support Person** – a person who supports the person who is implicated in the complaint. The support person's role is to assist before and during the meeting and witness the happenings of the meeting.

**Victimisation** - refers to situations when a person subjects or threatens to subject another person to a detriment because that other person has or is believed to have raised an issue or made a report under the policy or equal opportunity legislation or assist another person to do so.

**Witness** - A witness is someone who has firsthand knowledge about an incident or significant event through his or her senses (e.g. seeing, hearing, smelling, touching) and can help certify important considerations about such an event.



Manningham DISC – 360 Springvale Road, Donvale 3111

P.O. Box 1048, Mitcham North 3132 | **P** (03) 9841 4773 | **F** (03) 9841 4733

**E** [david@btycgymnastics.org.au](mailto:david@btycgymnastics.org.au) | **W** [www.btyc.gymnastics.org.au](http://www.btyc.gymnastics.org.au)

ABN: 79316404702 | Incorporated Registration: A0002190A

## Policy Description

**Compliments-** Compliments to BTYC Gymnastics are recorded and any staff or persons mentioned are advised. In some instances, these are placed in staff working files for future reference.

**Complaints** (Club Members and/or General Public) - Only formal complaints require reporting under this procedure. Complaints can be lodged to any BTYC Coach, Office Staff, Program Manager, General Manager or to the BTYC Committee of Management.

### General complaint guidelines

Informal Complaints:

- Coaches, Office Staff and Program Managers are advised to listen to minor or informal complaints and to provide information to assist to resolve the issue with the Club member/s/member of public. Staff will record these minor complaints on the Incident/First Aid Report found on the BTYC iPads. Minor/Informal complaints are recorded for the information of BTYC Gymnastics only

Formal Complaints:

- In this instance complainants are required to submit a formal complaint in writing to BTYC Gymnastics
- Within one business day the General Manager is to be notified of any formal complaint and will facilitate a written acknowledgement of receipt of the complaint
- Within 10 business days from the receipt of a formal complaint, BTYC aims to resolve the complaint
- Should the complaint warrant investigation this may increase the time frame for resolution
- Disciplinary action may be taken against any person who makes a complaint under this policy dishonestly or maliciously
- Investigations can be conducted by the General Manager, Program Managers or Committee members, as deemed appropriate based on the nature or persons involved in the complaint.

Resolution:

- Details of the final settlement of the complaint or dispute will be recorded in writing and a copy provided to each party involved.
- Any subsequent action against an employee or member, will be kept on record by BTYC

Appeal:

- Should any party be unsatisfied with the disciplinary process and/or outcome, they have a period of 7 working days from the date of the resolution, to appeal.
- Appeals must be in writing
- All appeals will be conducted by a member of BTYC management or member of the BTYC committee



Manningham DISC – 360 Springvale Road, Donvale 3111

P.O. Box 1048, Mitcham North 3132 | P (03) 9841 4773 | F (03) 9841 4733

E [david@btycgymnastics.org.au](mailto:david@btycgymnastics.org.au) | W [www.btyc.gymnastics.org.au](http://www.btyc.gymnastics.org.au)

ABN: 79316404702 | Incorporated Registration: A0002190A

Special Circumstances:

- In some instances, given the nature or persons involved, an outsourced third party may be used to conduct the disciplinary investigation, resolution or appeals process



Manningham DISC – 360 Springvale Road, Donvale 3111

P.O. Box 1048, Mitcham North 3132 | **P** (03) 9841 4773 | **F** (03) 9841 4733

**E** [david@btycgymnastics.org.au](mailto:david@btycgymnastics.org.au) | **W** [www.btyc.gymnastics.org.au](http://www.btyc.gymnastics.org.au)

ABN: 79316404702 | Incorporated Registration: A0002190A