



COMPLAINT MANAGEMENT POLICY & PROCEDURE

Club Name: West Coast Gymnasts
Address: 1/69 Truganina Road
City: MALAGA Postcode: 6090

Original by: Annette Polglaze
Position held: Administrator

Completed when: March 2005
Last reviewed: 19 August 2025
Next review: 30th August 2027

LIST OF CHANGES TO POLICY

Year of Review	Changes Made	Reviewed By
2005	Policy Created	Approved by Committee March 2005
2018	Updated Policy – items not listed	Approved by Committee March 2018
2025	Formatting Changes Changed to new Club Logo Added in List of Changes To Policy Table Changed name of MP Information Officer Amended Procedural Steps	Approved by Committee August 2025

CONTENTS

Contents

Background	3
Complaints Definition	3
Club Member Protection Information Officer:	4
Vexatious Complaints & Victimisation	4
Mediation.....	4
Tribunals.....	4
Complaints Procedures and Actions	4
Procedural Steps	5
Discussion.....	5
Roles and Responsibilities.....	6
Member Protection Information Officer	6
Disciplinary Committee.....	6
External Resolution	6
Reporting & Follow Up.....	6



COMPLAINT MANAGEMENT POLICY

BACKGROUND

West Coast Gymnasts recognises its' legal responsibilities regarding harassment and discrimination and moral obligations in ensuring appropriate behaviour and providing safe sporting environments. West Coast Gymnasts' Complaints Management Procedure will provide individuals with a course of action should they feel their rights are being denied.

COMPLAINTS DEFINITION

West Coast Gymnasts aims to provide an easy to use, confidential and trustworthy procedure for complaints based on the principles of natural justice. Any person may report a complaint (complainant) about a person/s or organisation bound by this policy if they reasonably believe that a person/s or a sporting organisation *has* breached this policy, in particular, in regard to fees and payments, coaching practices, venue and facilities. A complaint should be reported to the Club Member Protection Information Officer.

A complaint may be reported as an informal or formal complaint.

Definitions:

Informal: Complaint can be resolved between complainant and Club Member Protection Information Officer.

Formal: Resolution cannot be reached between complainant and Club Member Protection Information and a mediator is deemed necessary as no resolution can be reached.

The complainant decides whether the complaint will be dealt with informally or formally unless Club Member Protection Information Officer considers that the complaint falls outside the parameters of this policy and would be better dealt with another way.

All complaints will be dealt with promptly, seriously, sensitively and confidentially.

Club Member Protection Information Officer:

Our 2025 Member Protection Information Officer is: Marie Greene

VEXATIOUS COMPLAINTS & VICTIMISATION

West Coast Gymnasts aims to ensure our complaints procedure has integrity and is free of unfair repercussions or victimisation. If at any point in the complaint process the Club Member Protection Information Officer considers that a complainant has knowingly made an untrue complaint or the complaint is vexatious or malicious, the matter may be referred to the Disciplinary Committee for appropriate action which may include disciplinary action against the complainant.

West Coast Gymnasts will also take all necessary steps to make sure that people involved in a complaint are not victimised by anyone for coming forward with a complaint or for helping to sort it out. Disciplinary measures will be imposed on anyone who victimises another person for making a complaint.

MEDIATION

West Coast Gymnasts aims to sort out complaints with the minimum of fuss wherever possible. In many cases, complaints can be sorted out by agreement between the people involved with no need for disciplinary action. The people involved in a formal complaint - the complainant and the person complained about (respondent) - may also seek the assistance of a neutral third person or a mediator. Lawyers are not able to negotiate on behalf of the complainant and/or respondent.

Mediation may occur either before or after an investigation of a complaint. If a complainant wishes to try and resolve the complaint with the assistance of a mediator, the Club Member Protection Information Officer will, in consultation with the complainant, arrange for a mediator to mediate the complaint.

TRIBUNALS

A hearings tribunal may be formed to hear a formal complaint that has been referred by Club Member Protection Information Officer, or an alleged breach of the policy.

A respondent may lodge one appeal only to the appeal tribunal in respect of a decision of a hearing tribunal. The decision of the appeal tribunal is final and binding on the people involved to the appeal.

Every person/s and organisation bound by this policy will recognise and enforce any decision made, and form of discipline imposed, by an appeals tribunal under this policy.

COMPLAINTS PROCEDURES AND ACTIONS

The following steps and actions are to be undertaken for all complaints relating to but not restricted to Fees/Payments, Coaching Practices and Venue and facilities

Procedural Steps

1. The Club undertakes to deal with any complaints promptly, seriously, sensitively and confidentially.
2. At any stage, it is the prerogative of the Complainant to proceed with, or dissolve, a complaint.

Discussion

Should a complaint arise regarding an individual, the Club encourages the Complainant to consider the following options:

1. If appropriate, approach the person creating the problem and ask him or her to stop the behaviour;
2. If the behaviour continues, or it is not possible to approach the person, contact either:
 - i. REC or Squad Appointed Coordinator;
 - ii. Club Operations Manager
 - iii. The Club's Member Protection Information Officer
 - iv. President or other Committee Member
 - v. State Association (Gymnastics WA)

Should a complaint arise regarding fees/payments, coaching practices or venue/facility, the Club encourages the Complainant to consider the following options:

1. If appropriate, approach the responsible coach creating the problem or speak to the Club's Operations Manager and/or an Executive Committee member to reach a resolution.
2. If the behaviour/issue continues or issue remains unresolved or it is not possible to approach the person, request to speak to the Club's Operations Manager and/or Member Protection Information Officer for resolution.

ROLES AND RESPONSIBILITIES

Member Protection Information Officer

The Member Protection Information Officer determines whether to investigate the complaint.

If the Member Protection Information Officer determines to investigate, the Officer:

- a) Informs the alleged wrongdoer;
- b) Interviews both parties separately;
- c) Keeps confidential records of the process;
- d) Attempts mediation to achieve resolution; &
- e) Follows up on the Complainant.

Disciplinary Committee

If no resolution is achieved, the Member Protection Information Officer gives all reports to the Disciplinary Committee, who determines the appropriate course of action.

External Resolution

If the complaint is not resolved, the Complainant may make a written complaint to an external organisation for mediation or arbitration. This can be done with the support of the Member Protection Information Officer.

If the complaint is upheld, a remedy will be prescribed by that external organisation.

REPORTING & FOLLOW UP

It is the responsibility of the Member Protection Information Officer to record the result of the Complaint Procedure, monitor the completion/implementation of any prescribed remedy and note the satisfaction of the parties involved.