



Flyaway Gymnastics Complaint Procedure

Flyaway Gymnastics believes complaints should be dealt with fairly and efficiently and adherence to this procedure will hasten a speedy, fair outcome.

This procedure will be promoted on the Flyaway Gymnastics website.

The Director is responsible for implementing and reviewing this procedure.

We commit to handling any complaints quickly, seriously and confidentially.

1. Confidentiality

- Information about a complaint will only be given to people directly involved
- Everyone involved will be advised of the need for confidentiality
- Information will be kept securely and only on an employee's file if they are disciplined

2. Fairness/impartiality

- Fair treatment for all is paramount
- The complaint will be handled fairly and in good faith
- Any person complained about has the right to know the details of any allegations made against them
- Both/all parties will have the opportunity to give their version of events
- No judgments will be made or action taken until all relevant information has been assessed
- All sides are allowed support and representation
- All allegations will be investigated before a decision is made
- Complaints must be substantiated before any disciplinary action is taken

3. Victim Protection

- People involved in a complaint will be protected from being victimised
- Victimisation will be disciplined
- Anyone found making malicious or false complaints will be disciplined

4. What to do

We encourage you to go through the following options to resolve your complaint. At any time people can make a written complaint to Flyaway Gymnastics.

OPTION A: Speak directly to the person involved

Try to resolve the problem yourself by talking to the person or people involved. You may find that their behavior was unintentional and will stop if you ask. It is recommended that you speak with the coach in charge of any group at the beginning or end of the class if your complaint is involving a child that is not your own.

OPTION B: Lodge a complaint with the Complaints officer/Director

Talk to the Complaints officer or Director if you:

- Think there is a chance of quickly stopping the problem before it develops
- Are likely to have an ongoing working relationship with the person you are complaining about
- Want them to talk confidentially to the person you are complaining about and convey your concerns
- Want them to bring you together with the other party to conciliate
- Want to discuss options and outcomes
- Need to protect others

OPTION C: Make a written complaint

Make a written complaint to the Complaints officer/Director if:

- You have tried to resolve the problem and failed
- Your allegations are very serious
- Your allegations have been denied and you want to substantiate them
- You want the complaint investigated
- You have been victimised for complaining
- You are complaining against a senior person and an investigation will help you ensure you are not disadvantaged

You will need to provide exact details and any evidence of your allegations, which will lead to an investigation. You are allowed to have support people with you at any interviews or meetings.

5. What a contact person will do

Our contact people are employees who will provide confidential information and support to anyone who has a problem or thinks they may have a complaint. A contact person can advise you on ways to resolve a problem and where to go for more help.

6. What to expect from the Complaints officer/Director when you file a formal complaint

- A documented report of your complaint
- No judgments made
- Explanation of the complaint procedure
- Find out how you would like it handled
- Decide who is the appropriate person to handle the complaint or appoint someone to investigate
- Reassurance of your protection from victimisation
- Options on support or representation
- Immediate removal of offensive material

- Conveyance of your concerns to the person/people you are complaining about and ask for their version of events
- Try to conciliate the parties to reach a satisfactory agreement for all
- Seek further information and interview any witnesses
- Find whether the complaint has substance
- Recommendation of an outcome including disciplinary action
- Consideration of staff education and training
- Monitoring of the situation

7. How complaints are resolved

Agreement

Complaints can be settled by agreement between the people involved.

Not substantiated

If there is not enough evidence to decide if the allegations happened or were likely, no disciplinary action will be taken. Flyaway Gymnastics may:

- Monitor the situation
- Consider education or training
- Flyaway Gymnastics will not take action on anonymous complaints

Disciplinary action

If there is found to be breach of our policy or the law we may discipline those responsible.

If a complaint is found to have been false or malicious we may discipline the person making the complaint. Untrue allegations could lead to legal action for defamation.

The level of discipline will depend on:

- The severity and frequency of the discrimination or harassment
- The weight of the evidence
- Whether the behavior was intentional or malicious
- Existence of any prior incidents or official warnings
- Whether there are any mitigating circumstances

Discipline could involve:

- Counseling
- Apologising
- Warning
- Loss of promotion or wage increase for a period
- Demotion, suspension, probation
- Dismissal
- Disaffiliation or de-registering

- Other appropriate discipline measures

Anyone disciplined will have a record of the complaint and the outcome placed on their iMIS database.

Documentation

Records, notes or reports will:

- Be kept confidential
- Not kept on employee files unless there is disciplinary action
- Be filed in a confidential system with limited access

8. Other help

Confidential support and information is available to all parties from contact people at any time during the complaint handling process, although a contact person cannot be involved in the complaint handling for either party.

At any time anyone involved in a complaint can seek advice and bring representatives to any interviews or meetings.

At any time you have the right to contact an external agency for advice or help.