



# Brentwood Gymnastics Club

## GRIEVANCE, COMPLAINTS & COMPLIMENTS POLICY

---

### 1. INTRODUCTION

Brentwood Gymnastics Club (BGC), the Club, is committed to being open and responsive to any complaints offered by members of our Gymnastics community. Wherever possible, BGC will seek an outcome to a complaint that is satisfactory to all parties.

The purpose of this policy is to:

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

### 2. KEY POLICY PRINCIPLES

- BGC will maintain a formal complaints procedure to ensure that all complaints are responded to in a timely and impartial way;
- BGC will ensure that all suggestions for improvement and complaints are recorded, considered and retained for process improvement purposes;
- **Confidentiality:** BGC will address all complaints in a confidential manner. Where possible, BGC 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;
- BGC will ensure that the complaint investigation process is impartial;
- BGC will ensure that any compliments are passed on,
- 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.
- BGC has a Member Protection Policy and has appointed a Member Protection Information Officer to assist with complaints



# Brentwood Gymnastics Club

## GRIEVANCE, COMPLAINTS & COMPLIMENTS POLICY

---

### 3. Scope

- BGC Committee of Management;
- Coaches and assistant coaches;
- Gymnasts;
- Members, including life members;
- Contractors and volunteers of BGC
- Any other person including spectators, parents/guardians and sponsors

### 4. Application & Responsibilities

Applied by the Committee of Management

### 5. Grievance and Complaints Procedure

Formal grievances and complaints received are required to be received in writing (addressed to the BGC President of the Committee of Management) and fall into three types:

- a) General Grievances and Complaints;
- b) Grievance and Disputes brought under section 9.0 of the BCYC Rules;
- c) Complaints brought about under Section 9 of the Member Protection Policy.

All Types of Formal Complaints:

#### **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 BGC 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.



# Brentwood Gymnastics Club

## GRIEVANCE, COMPLAINTS & COMPLIMENTS POLICY

---

### Step 3:

After discussion with an MPIO the Complainant can determine how best to address the matter including making a “Formal Complaint or Grievance” in writing addressed to the President of BGC.

## 6. 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 NG&SC. 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;
- The relevant BGC Staff members will make contact with the Complainant and if the matter cannot be resolved, BGC may require further information to be provided;
- Where related to a Technical matter a BGC staff member may first ask the complaint to address the complaint to the relevant Technical Committee;
- On receipt of any further information a BGC staff member will investigate the matter and make a recommendation for consideration by the President of BGC.



# Brentwood Gymnastics Club

## GRIEVANCE, COMPLAINTS & COMPLIMENTS POLICY

---

### 7. Implementation of the Resolution

Where the complaint cannot be resolved through this process, the BGC President may refer the matter to independent mediation.

Grievance and Disputes can be brought to attention under Section 9 of the BCYC Rules;

- **Formal complaints** are grievances brought under Section 9 of the BCYC Rules and will be handled as per sections 9.1 through to 9.10 of the BCYC Rules;
- **Formal Complaints** brought about under Section 7 of the GV Member Protection Policy shall follow the Complaint Handling Procedures as outlined in Part E of the GV Member Protection Policy.

### 8. Compliments

Compliments can be verbal and/or written and can be delivered directly to the recipient, to the head coach or a Committee member.

If written, and delivered to the Head Coach, the details should be passed on to the Committee to acknowledge. If delivered to the Committee directly, the same outcome should occur.



# Brentwood Gymnastics Club

## GRIEVANCE, COMPLAINTS & COMPLIMENTS POLICY

---

### VERSION CONTROL

*Record details of the latest revision of the Policy here*

<b>Owner:</b>	President		
<b>Revision:</b>	1.1		
<b>Prepared By:</b>	RMR	<b>Date Prepared:</b>	Sept 2020
<b>Reviewed By:</b>	Committee	<b>Date Reviewed:</b>	6/1/2021
<b>Approved by:</b>	Committee	<b>Date Approved:</b>	6/1/2021
		<b>Effective Date:</b>	13/1/2021

### VERSION HISTORY

Revision Number	Date	Notes
0.1	10/09/2020	Initial Draft
1.0	13/1/2021	Policy Release
1.1	18.1.2021	Updated with compliments