

SOUTHERN CANBERRA GYMNASTICS CLUB

Grievance and Complaints Policy

1 Preface

This policy:

- sets out a policy through which people who are part of the SCGC Gymnastics community can communicate any complaints that do not relate to integrity issues regarding SCGC services, functions or operations,
- assures that all such complaints will be handled consistently, fairly and promptly, and
- enables SCGC to benefit from all such complaints through ensuring that they are recorded, considered, resolved and monitored.

For complaints relating to integrity matters refer to clause 2. We take sport integrity seriously and have the following integrity policies in place:

- Anti-doping
- Anti-match fixing
- Child Safety
- Code of Conduct
- Member Protection

These policies and guidelines can be found on the SCGC website.

Should a person wish to make any enquiries in relation to this policy, please contact the SCGC Administration Officer at the club's front office or by calling 02 6296 3331.

2 Policy statement

SCGC is committed to being open and responsive to any complaints reported by members of SCGC. Wherever possible, SCGC will seek an outcome to a complaint that is satisfactory to all parties. To those ends, SCGC will:

- ensure that all complaints regarding integrity matters are immediately reported to the Gymnastics Australia's National Complaints Manager and handled in accordance with the Gymnastics Australia National Integrity Framework;
- maintain a formal complaints procedure to ensure that all complaints are responded to in a timely and impartial way;
- ensure that all suggestions for improvement and complaints are recorded, considered and retained for process improvement purposes;

- address all complaints in a confidential manner and, where possible 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;
- ensure that action to resolve the complaint commences immediately (if practical) or no later than 2 days of the complaint being made (this includes contacting the complainant), with only the people directly involved in making, investigating or resolving a complaint having access to information about it;
- ensure that the complaint investigation process is impartial, neither making assumptions nor taking any action until all relevant information has been collected and considered;
- for participants under 18 years of age require that they are fully supported by their parents or legal guardians; and
- ensure that the principles of natural justice and due process apply to the handling of all complaints and grievances.

3 Reporting integrity issues

Everyone from athletes, parents, support personnel, administrators and supporters play a role in protecting the integrity of our sport.

If you see something, say something!

Knowledge of, or concerns regarding integrity-related matters can be reported in several ways:

Matters relating to harassment (including sexual harassment), discrimination, child protection, or any other form of misconduct should be raised by contacting Gymnastics Australia's National Complaints Manager:

- Phone: 03 8698 9700 select option 0 for Integrity/Child Safety
- Child Safety email: childsafety@gymnastics.org.au
- Integrity email: integrity@gymnastics.org.au
- Matters relating to doping, corruption, fraud, match-fixing should be reported to Sport Integrity Australia through one of these methods:
 - Filling in an anonymous web form on the Sport Integrity Australia website
 - Emailing: reporting@sportsintegrity.gov.au
 - Phoning 1300 027 232
 - Completing the 'report an issue' form in the Sport Integrity App. This can also be anonymous if you choose.

4 Reporting non-integrity issues

All complaints of a non-integrity concern should be reported to:

- the SCGC Operations Manager: Nadine@southerncanberra.net; and
- the SCGC Administration Manager: gymclub@southerncanberra.net

If you see something, say something!

Such complaints or concerns will be handled in accordance with the SCGC Complaints Handling Procedures a copy of which can be obtained from the Administration Manager or downloading from the website [\[insert link\]](#)

5 Related documents

Related SCGC documents include the following:

- the Constitution;
- Complaints Handling Procedures;
- Child Safeguarding Policy;
- Competition Manipulation and Sport Wagering Policy;
- Improper Use of Drugs and Medicine Policy; and
- Complaints, Disputes and Discipline Policy.

6 Policy promotion

This policy will be made available to all SCGC members via the SCGC website at: www.southerncanberra.gymnastics.org.au and shall also be communicated to all staff.

7 Review

To ensure its efficacy, this policy will be reviewed by the SCGC Committee each year. Any amendment to this policy must receive the approval of Committee.

In addition to the annual review, the board will review the associated procedures after each related matter and incorporate any applicable “lessons learnt”.

8 Additions or amendments

In addition to the annual review of this policy recommended changes to the policy may be submitted to the Committee for consideration, at any time. In the event that the changes are accepted, the policy will be updated, dated and circulated to all relevant stakeholders.

9 Non-compliance

Non-compliance with this policy by any committee or other member will be treated as a serious breach of the club’s ethics and standards. Disciplinary action may be taken against any infringement of this policy with those responsible asked to explain to the committee the basis of their actions.

10 Member rights

The Club has a Complaints Handling Procedure and will deal with any complaints about breaches of this Policy promptly, seriously, sensitively and at all times confidentially. . However, for complaints or matters that falls within the scope of the National Integrity Framework policy such matters will be referred to and handled by

Gymnastics Australia and Sports Integrity Australia. The Club recognises that natural justice will be applied in the investigation and adjudication of a complaint.

11 Confidentiality and reporting

The Club administration is responsible for implementing this Policy and will keep confidential the names and details relating to complaints, unless disclosure is:

- necessary as part of the disciplinary or corrective process; and/or
- required by law.

12 Version record

Date	Issue	Author	Description of Revision
10 Sep 02	1.0	Bob Weight	First issue.
11 Jan 06	1.1	Bob Weight	Revise to Club 10 requirements
04 Jan 07	1.2	Bob Weight	Update after 2007 Planning Meeting – terminology consistency across the CMS
10 Sep 09	1.2	Bob Weight	Annual Review – no changes
10 Sep 10	1.3	Bob Weight	Annual Review – no changes
19 Jan 12	1.4	Bob Weight	Added obligations under the _Working With Vulnerable People Act 2011
11 Sep 14	1.5	Bob Weight	Annual Review – no changes
20 Jan 16	1.6	Bob Weight	Annual Review – no changes
1 Aug 19	2.0	Bob Weight	Adoption of GA MPP
7 Jun 21	2.1	Bob Weight	In Policy Promotion section added requirement for all committee, senior managers and senior coaches to review the policy at start of each term
9 May 22	2.2	Bob Weight	Amended iaw latest GA version and included reference to National Integrity Framework
11 May 22	3.0	Bob Weight	Revised to reflect the non-integrity basis for this policy and for all integrity related matters to be handled under the SCGC National Integrity Framework