



Northern Districts Gymnastic Club Inc

1 / 5 Whipple St, Balcatta, WA, 6021
Ph: 08 92406861, Fx: 08 92406863
Email: info@ndgc.org.au
Web Site: www.ndgc.org.au

Management

COMPLAINTS MANAGEMENT PROCEDURE

Procedure Number:	M 01
Date of issue:	19th September 2007
Controlling Body	NDGC Board of Management

1.0 Background

Northern Districts Gymnastic Club Inc (NDGC) recognises its' legal responsibilities in regard to harassment and discrimination and moral obligations in ensuring appropriate behaviour and providing safe sporting environments. Northern Districts Gymnastic Club Inc Complaints Management Procedure will provide individuals with a course of action should they feel their rights are being denied.

2.0 Complaints

Northern Districts Gymnastic Club Inc 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 Business Manager (unless the Officer is the subject of complaint, in which case it should be directed to the NDGC's Secretary).

A complaint may be reported as an informal or formal complaint. The complainant decides whether the complaint will be dealt with informally or formally unless the Business Manager 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.

3.0 Vexatious Complaints & Victimisation

Northern Districts Gymnastic Club Inc 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 Business Manager 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.

Northern Districts Gymnastic Club Inc 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.



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4.0 Mediation

Northern Districts Gymnastic Club Inc 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 Business Manager will, in consultation with the complainant, arrange for a mediator to mediate the complaint.

5.0 Tribunals

A hearings tribunal may be formed to hear a formal complaint that has been referred by Business Manager, 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.

6.0 Complaints Procedures

6.1. Procedural Steps

- 6.1.1 NDGC undertakes to deal with any complaints of a breach of the Member Protection Policy promptly, seriously, sensitively and confidentially.
- 6.1.2 At any stage, it is the prerogative of the Complainant to proceed with, or dissolve, a complaint.

6.2 Discussion

- 6.2.1. Should a complaint arise, NDGC encourages the Complainant to consider the following options:
 - a) Approach the person creating the problem and ask him or her to stop the behaviour;
 - b) If the behaviour continues, or it is not possible to approach the person, contact either:
 - i – Coach
 - ii – Business Manager
 - iii – President or other official of the club.

6.3. Business Manager

- 6.3.1 If the Complainant decides to proceed, the Business Manager refers the matter to the NDGC President.



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6.4. NDGC President

- 6.4.1. The President determines whether or not to investigate the complaint.
- 6.4.2. If the President 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.

6.5. Disciplinary Committee

- 6.5.1. If no resolution is achieved, the Business Manager gives all reports to the NDGC Executive Board, who determines the appropriate course of action.

6.6. External Resolution

- 6.6.1. 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 Business Manager.
- 6.6.2. If the complaint is upheld, a remedy will be prescribed by that external organisation.

6.7. Reporting & Follow Up

- 6.7.1. It is the responsibility of the Business Manager to record the result of the Complaint Procedure, monitor the completion/implementation of any prescribed remedy and note the satisfaction of the parties involved.

7.0 RELATED POLICIES, PROCEDURES & FORMS

Behaviour Management Policy
Child Protection Policy
Privacy Policy
Member Protection Policy

8.0 POLICY IS REQUIRED TO BE PUBLISHED IN

- 1. Website
- 2. Staff and Board Handbook

Date of Approval by NDGC Board of Management	
President :	
President's Signature	

Reference: Club 10 Resources, Gymnastics Aust