

## KSTP Complaint Management Policy & Procedure

**POLICY NAME:** KSTP Complaint Management Policy & Procedure  
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**CONTROLLING BODY:** KSTP Management

<p>Introduction and Objectives</p>	<p>KSTP is committed to providing a safe, stimulating, consistent and accessible service to all members and their parents/carers. We always aim to provide a high-quality service; however, we do accept sometimes things don't always go to plan. In such circumstances, we want to know so that we can review our practices and make necessary changes to improve.</p> <p>Usually it should be possible KSTP can resolve any problems as soon as they occur. If not, then the parent/carer should follow the formal complaints procedure set out below but not before either a discussion or correspondence has taken place to attempt to sort the problem or issue raised. Under normal circumstances the Club Manager will be responsible for investigating and dealing fully with complaints.</p>
<p>Complaints</p>	<p>Complaints which can be dealt with under these procedures are:</p> <ul style="list-style-type: none"> <li>• Complaints regarding fees and payments</li> <li>• Complaints regarding coaching practice</li> <li>• Complaints regarding to athlete behaviour during training</li> <li>• Complaints regarding club venue and facilities</li> <li>• Team or committee selection complaints</li> <li>• Complaints regarding behaviour of team members during a KSTP event or during KSTP team travel</li> <li>• Complaints regarding claims of harassment</li> <li>• Competition entry complaints</li> <li>• Complaints regarding KSTP policy and procedures</li> <li>• Other complaints as determined by KSTP Management</li> </ul>
<p>Procedures to lodge a Complaint</p>	<p><b>INFORMAL</b></p> <p>Many complaints can be solved through an informal process of mediation and/or conciliation. The informal process seeks, and often results in, a positive outcome for the parties concerned. KSTP encourages all members who have a complaint to utilise the informal process where possible to resolve issues. Try to resolve the problem independently by talking to the person or people involved. You may find that their behaviour was unintentional and will stop if you ask.</p> <p><b>Seek information from the club's MPIO</b></p> <p>Talk to KSTP's Member Protection Information Officer (MPIO), Mary Cottee. The MPIO can assist with information if you;</p> <ul style="list-style-type: none"> <li>• Are not sure how to handle the problem yourself</li> <li>• Want to confidentially seek more information about what to do</li> </ul>

	<p>The MPIO is trained to support members by providing advice and information. The MPIO will not investigate or resolve your complaint. Mary Cottee mobile: 0405 149 500</p> <p><b>Ask management for assistance</b> If you feel there is a chance of quickly stopping the problem before it develops you can talk to the Club Manager or head coach if you;</p> <ul style="list-style-type: none"> <li>• Want them to talk confidentially to the person you are complaining about and convey your concerns</li> <li>• Want them to bring you together with the other party to conciliate</li> <li>• Want to discuss options and outcomes</li> <li>• Need to protect others in the workplace.</li> </ul> <p><b>FORMAL</b> A formal complaint should be considered if attempts to resolve the problem failed, you want the complaint investigated, you felt victimised for complaining or if an allegation is considered serious.</p> <p><b>Make a written complaint</b> The formal complaint will need to be in writing and provide exact details and any evidence of the allegation. The complainant is required to include the name of the member of management or anyone who was involved in the informal process. All information provided will be used for the investigation.</p> <p><b>Asking for help elsewhere</b> If the complaint has not been resolved internally with a satisfactory outcome for all, the complaint can be escalated. KSTP’s MPIO can assist with providing confidential information on how to approach;</p> <ul style="list-style-type: none"> <li>• State Association – Gymnastics NSW</li> <li>• National Association – Gymnastics Australia</li> <li>• NSW Equal Opportunity Commission</li> </ul>
<p>Roles and Responsibilities when dealing with a complaint</p>	<p><b>Management</b></p> <ul style="list-style-type: none"> <li>• Formally acknowledge receipt of the written complaint to the complainant.</li> <li>• As soon as reasonably possible appoint a complaint committee, generally consisting of the MPIO, member of staff, the complaint committee will consist of at least three people.</li> <li>• In matters that involve the member of management the committee shall be comprised of KSTP management less any member that may be involved in the dispute.</li> <li>• Formally advise the respondent about the nature of the complaint providing sufficient detail to allow the respondent to send an initial formal reply to the complaint committee. The respondent may be able to provide relevant information, which may assist the committee in its decision.</li> <li>• The Manager will be responsible to chair the complaint committee</li> <li>• The complaint committee shall meet and consider the information received and then determine;</li> <li>• whether the complaint in the first instance can be sent to or back to the Manger</li> <li>• whether the complaint is vexatious, frivolous or without merit and if so to dismiss it</li> <li>• whether additional information is required</li> <li>• Whether additional information is required prior to resolution</li> </ul> <p><b>Complaint Committee</b></p>

	<p>The Complaint Committee shall advise the complainant and the respondent of its decision.</p> <p>During the formal complaint procedure, only the matters contained in the formal complaint shall be investigated. The formal complaint may be amended by the complainant, with the permission of the Complaint Committee at any time prior to the determination of the recommendation of the Complaint Committee to the Club Manager. The Complaint Committee will not give permission where the amendment would prejudice any party.</p> <ul style="list-style-type: none"> <li>• Decisions of the Complaint Committee will be determined by the majority vote of members of that Committee</li> <li>• At any time when the complaint is discussed with the complainant or the respondent, they may be accompanied by one person of their choice, such as a: conciliator, friend, or relative, but not a legal representative. This person may not address the Complaint Committee</li> <li>• Likewise, the Club Manger or any other person involved in the complaint procedure may invite the assistance of an interpreter to any Committee</li> <li>• The decision of the Complaint Committee is final</li> </ul>
Reporting	<p>KSTP shall take all necessary steps to ensure the confidentiality of any complaint. Privacy principles require that internal disclosure should be limited strictly to those members who need to have access for official purposes.</p> <p>Records retained should be kept for an initial period of 12 months. If additional information is required the Manager shall, after completion of the investigation, provide a written report to the Complaint Committee including:</p> <ul style="list-style-type: none"> <li>• a record of the action taken to investigate the formal complaint</li> <li>• records of interviews taken</li> <li>• information revealed, and facts identified</li> <li>• a recommendation that the complainant's grievance is valid or otherwise</li> <li>• a recommendation on further action needed to resolve the complaint</li> </ul> <p>The Club Manager shall formally advise the complainant and respondent of the decision and of steps, which will be taken to give effect to that decision</p> <p>Where because of a formal grievance it is proposed to take disciplinary action, such action will be carried out in accordance with KSTP Behaviour Management Policy.</p>
Follow Up	<p>KSTP shall take all necessary steps to ensure that a complainant is not victimised or harassed as a result of raising an informal or formal grievance.</p> <p>KSTP will endeavour to provide appropriate support to complainants and respondents on a case-by-case basis whilst complaints are being investigated.</p>