



# ACADEMY of ACROBATICS and GYMNASTICS INTERNATIONAL



## COMPLAINT MANAGEMENT PROCEDURES

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**DOCUMENT NAME:** Academy of Acrobatics and Gymnastics International Complaint Management Procedures

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**CONTROLLING BODY:** Academy of Acrobatics and Gymnastics International – Director / Head Coach

### 1. INTRODUCTION AND OBJECTIVES

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AAGI wishes to create a harassment free sporting environment that is conducive to meet the goals of the organisation.

To ensure that appropriate standards of conduct are maintained and members have a formal avenue through which they can express their concerns, AAGI has developed this procedure to deal with complaints, both formal and informal.

This procedure is designed to meet the following objectives:

- Ensure that all events conducted by AAGI or on behalf of AAGI occur in an environment that is free from harassment.
- Develop a simple process for the handling of complaints that is efficient and procedurally fair.

### 2. COMPLAINTS

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- *Complaints which can be dealt with under these procedures are:*

- Complaints regarding fees and payments.
- Complaints regarding coaching practices.
- Complaints regarding club venue and facilities.
- Team or committee selection complaints.
- Complaints regarding behaviour of team members during a AAGI event or during AAGI team travel.
- Complaints regarding claims of harassment during a AAGI event or during AAGI team travel.
- Competition entry complaints.
- Complaints regarding AAGI policy and procedures.
- Other complaints as determined by the AAGI President / Club Head Coach.



### 3. PROCEDURAL STEPS

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#### INFORMAL

- 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. AAGI encourages all members who have a complaint to utilise the informal process where possible to resolve issues.
- A complainant may initially seek to resolve an issue promptly through an approach to the President / Club Head Coach
- The President / Club Head Coach shall initially listen to the complainant and attempt to relieve their distress.
- The President / Club Head Coach shall assess the details of the complaint and assist and support the complainant in seeking a solution.
- Notwithstanding the above informal procedure a formal grievance may be lodged in the first instance by the complainant.

#### FORMAL

- A complaint shall be in writing and lodged with the President / Club Head Coach or nominee by the complainant. The formal conciliation/complaint shall outline all the facts and circumstances concerning the decision, act or omission that is the subject of the conciliation/complaint. The complainant shall include the name of the President / Club Head Coach, or anyone who was involved in the informal process.
- The President / Club Head Coach or nominee shall:
  - Formally acknowledge to the complainant the receipt of the complaint;
  - Formally advise the respondent about the nature of the complaint and the complaint management procedure. Sufficient detail of the nature of the complaint shall be provided to allow the respondent to send an initial formal reply to the President / Club Head Coach. The respondent may be able to provide relevant information, which may assist the President / Club Head Coach in its decision.
- The President / Club Head Coach shall meet and consider the information received and then determine:
  - whether the complaint is vexatious, frivolous or without merit and if so to dismiss it; or
  - whether additional information is required;
  - whether additional information is required prior to resolution.
- The President / Club Head Coach shall advise the complainant and the respondent of its decision.
- During the formal complaint procedure, only the matters contained in the formal complaint shall be investigated.
- Any amended complaint shall comply and be received in accordance with the requirements of Point 2 of the Formal Procedural Steps.
- 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.
- Likewise the President / Club Head Coach or any other person involved in the complaint procedure may invite the assistance of an interpreter.
- The decision of the President / Club Head Coach is final.

#### 4. ROLES AND RESPONSIBILITIES

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##### **President / Club Head Coach**

- Is responsible for the implementation and continual review of this procedure.
- Initially listen to the complainant and attempt to relieve the complainant's distress.
- Assess the details of the complaint and assist and support the complainant in seeking a solution.
- Be familiar with all policies, procedures, rules and regulations that may be applicable to the complainant's grievance. In the event that the President / Club Head Coach is not familiar with the relevant policies, procedures, rules and regulations applicable to the complaint they are required to obtain and understand these documents prior to assisting the complainant.
- Be aware of all relevant facts prior to making a determination;
- Comply with all AAGI policies, procedures, rules, regulations and codes of conduct.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.
- Be unbiased and disclose all conflicts of interest prior to making a determination.
- Appoint a different discipline Head Coach in the event that a conflict or conflicts of interest exist that may prejudice the determination of a solution of the complaint.

##### **Everyone**

- Comply with all AAGI policies, procedures, rules, regulations and codes of conduct.

#### 4. CONTACTS

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President / Club Head Coach	0414 463 830	9981 4531
Secretary / Program Coordinator	0405 261 380	9981 4531

#### 5. REPORTING

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AAGI 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.

Records retained should be kept for an initial period of 12 months.

If additional information is required the President / Club Head Coach shall, after completion of the investigation, provide a written report to the documentation of the club including:

- a record of the action taken to investigate the formal complaint;
- records of interviews taken;
- information revealed and facts identified;
- a recommendation that the complainant's grievance is valid or otherwise; and
- a recommendation on further action needed to resolve the complaint.

The President / Club Head Coach shall formally advise the complainant and respondent of the decision and of steps, which will be taken to give effect to that decision.

Where as a result of a formal grievance it is proposed to take disciplinary action, such action will be carried out in accordance with the AAGI Behaviour Management Policy.

## **6. FOLLOW UP**

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AAGI 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.

AAGI will endeavour to provide appropriate support to complainants and respondents on a case-by-case basis whilst complaints are being investigated.