



COMPLAINT MANAGEMENT PROCEDURES

DOCUMENT NAME: MWGC Complaint Management Procedures
DATE OF ISSUE: APRIL 2013
DATE OF REVIEW: January 2020
CONTROLLING BODY: MWGC – BOARD OF DIRECTORS

INTRODUCTION AND OBJECTIVES

MWGC 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, MWGC 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 MWGC or on behalf of MWGC 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

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 MWGC event or during MWGC team travel.

Complaints regarding claims of harassment during a MWGC event or during MWGC team travel.

Competition entry complaints.

Complaints regarding MWGC policy and procedures.

Other complaints as determined by the MWGC General Manager.

3. PROCEDURAL STEPS

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.
- MWGC 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 General Manager.
- The General Manager shall initially listen to the complainant and attempt to relieve their distress.
- The General Manager 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 General Manager 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 General Manager, or anyone who was involved in the informal process.
- The General Manager or nominee shall:
 - Formally acknowledge to the complainant the receipt of the complaint;
 - As soon as reasonably possible notify the Board of Directors.
- In matters that involve the General Manager the Board shall be comprised of the MWGC board of directors less any member that may be involved in the dispute.
- The Assigned Board for the dispute must consist of at least two people;
- 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 Board. The respondent may be able to provide relevant information, which may assist the Board in its decision.

The Chairman will be responsible to chair the Complaint Committee.

The Complaint Committee shall meet and consider the information received and then determine:

- whether the complaint in the first instance can be sent to or back to the General Manager;
- 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 Board 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. The formal complaint may be amended by the complainant, with the permission of the Board at any time prior to the determination of the recommendation of the Board to the General Manager. The Board will not give permission where the amendment would prejudice any party.
- Any unresolved complaint will be referred to our legal advisors for further perusal.
- 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 Board.
- Likewise the General Manager or any other person involved in the complaint procedure may invite the assistance of an interpreter to any meeting.

The decision of the Board is final.

4. ROLES AND RESPONSIBILITIES

CEO

Is responsible for the implementation and continual review of this procedure.

Management

- 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 General Manager 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 MWGC 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 Contact Officer in the event that a conflict or conflicts of interest exist that may prejudice the determination of a solution of the complaint.

Complaint Committee

- Be familiar with all policies, procedures, rules and regulations that may be applicable to the complainant's grievance. In the event that a member of staff or volunteers are 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 with the determination.
- Be aware of all relevant facts prior to making a determination;
- Comply with all MWGC 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.
- Stand down as a committee member 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 MWGC Gymnastics policies, procedures, rules, regulations and codes of conduct.

5. REPORTING

MWGC 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 General Manager shall, after completion of the investigation, provide a written report to the Board 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 General Manager 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 MWGC Behaviour Management Policy.

6. FOLLOW UP

MWGC 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.

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