

# **Turn and Gymnastic Circle**

## **Complaints Policy**

**June 2024**



This Complaints Policy aims to provide a fair and efficient process for addressing and resolving any concerns or complaints raised. It is designed to uphold the values of integrity, respect, and accountability within our club.

### **Concern or Complaint?**

#### **1. Concern - Informal Resolution Procedure**

**What is a concern?** A concern is an informal expression of worry, doubt, or unease about a situation that may not require a formal resolution process.

**Process for dealing with a concern:** Where appropriate, we encourage concerns to be addressed informally through open communication and dialogue between the involved parties to seek a satisfactory resolution. A suitable discussion time for both parties can be arranged via email. Please note that during class or after class is not deemed as a suitable time. The individual with whom a concern is raised is expected to deal with the matter in an open and professional manner, and to take reasonable and prompt action to try to resolve it informally. Where it is not or has not been possible to resolve a concern informally, a formal complaint may be made as per the guidelines below. If the complainant feels uncomfortable approaching the staff member or volunteer directly, they may seek support from the Programme Coordinator, Centre Manager or Committee Member to handle the situation informally. All concerns to be documented in the Concerns register.

#### **Email contacts:**

General Gymnastics Coordinator: [GFA@turnandgymnastic.nz](mailto:GFA@turnandgymnastic.nz)

Competitive Gymnastics Coordinator: [coordinator@turnandgymnastic.nz](mailto:coordinator@turnandgymnastic.nz)

Centre Manager: [coordinator@turnandgymnastic.nz](mailto:coordinator@turnandgymnastic.nz)

Administrator: [admin@turnandgymnastic.nz](mailto:admin@turnandgymnastic.nz)

Safeguarding Lead: [safeguarding@turnandgymnastic.nz](mailto:safeguarding@turnandgymnastic.nz)

Committee Secretary: [secretary@turnandgymnastic.nz](mailto:secretary@turnandgymnastic.nz)

President: [president@turnandgymnastic.nz](mailto:president@turnandgymnastic.nz)

#### **2. Complaint - Formal Complaints Process**

**What is a complaint?** A complaint is a formal expression of dissatisfaction or grievance regarding a specific incident or behaviour within the club that has caused harm or dissatisfaction to an individual. Complaints require a structured, formal process for investigation and resolution.

#### **Process for dealing with a complaint:**

1. Submit a formal written complaint to the Centre Manager detailing the issue, including dates, individuals involved, and desired resolution. Email to [coordinator@turnandgymnastic.nz](mailto:coordinator@turnandgymnastic.nz). Alternatively, contact can be made directly with the committee by emailing: [secretary@turnandgymnastic.nz](mailto:secretary@turnandgymnastic.nz).
2. The club will acknowledge receipt of the complaint within 5 business days.

3 An investigation will be conducted, and a response outlining the findings and proposed resolution will be provided within 21 business days.

#### ***Escalation to the Club President***

If a concern or complaint remains unresolved, escalate to the Club President: [president@turnandgymnastic.nz](mailto:president@turnandgymnastic.nz).

#### ***Escalation to Gymnastics NZ***

If the complaint is more serious or cannot be resolved at club level, it may be escalated to Gymnastics New Zealand.

#### ***Referral to External Agency***

In cases of serious allegations requiring urgent action, the club may refer the complaint to the relevant external agency for investigation.

#### ***Resolution of Complaint Procedure***

1. The club will aim to resolve complaints promptly and fairly, ensuring appropriate actions are taken to address concerns.
2. Resolutions may include corrective actions, mediation, or other appropriate measures to address the issue.
3. Both parties will be informed of the outcome and any actions taken to prevent future occurrences.
4. Follow up with the complainant after a reasonable amount of time to ensure that the resolution has been effective and that they are satisfied with the outcome.

#### ***Confidentiality***

All complaints will be treated confidentially, with information shared on a need-to-know basis only. Personal information will be handled in accordance with privacy laws and regulations.

#### ***Documentation***

Detailed records will be kept of the complaint, investigation process, and resolution. The committee will monitor the records.