



## PROCEDURE COMPLAINT HANDLING Star-Mites Gym Sports Pty Ltd

<b>Policy Name:</b>	<b>Complaint Handling Procedure Policy</b>
<b>Date of Issue:</b>	<b>August 2007</b>
<b>Policy Coverage:</b>	<b>Grievance, criticism, objection</b>
<b>Review date:</b>	<b>January 2024</b>
<b>Controlling Body:</b>	<b>Star-Mites Gym Sports Pty Ltd – Directors</b>

### STATEMENT OF COMMITMENT

**Our organisation is committed to working responsibly and ethically within the legal and regulatory environment. To this end, we will reflect all company policies and procedures and act and make decisions by the Membership Protection Policy.**

### DEFINITION

A complaint is defined as any communication, written or oral, that expresses Dissatisfaction

Complaints can come in many different forms and have varying degrees of seriousness. Whilst we acknowledge that any situation which prompts a member to contact us to express dissatisfaction is essential, we define a complaint as such where it includes one or more of the following:

- Failure to comply with any legal obligation
- Negligence leading to material loss, inconvenience or distress
- Misrepresentation, bad faith or other malpractice

### POLICY APPLICATION

This policy applies to all services provided by Star-Mites Gym Sports Pty Ltd as part of its daily business operations, ex., Fees/payments, coaching practices, venue/facilities undertaken by Directors and employees in their dealings with members' staff and customers, Adopting this policy will ensure our organisation can continue to conduct their business with integrity and in accordance with community and business ethical standards of behaviour.

### POLICY COVERAGE

All activities undertaken by Star-Mites Gym Sports Pty Ltd as part of its day-to-day operations, including competitions/events, daily gymnastics lessons and related customer services, are incorporated.

### PRINCIPLES

Star-Mites Gym Sports Pty Ltd – COMPLAINT Handling Procedure relies on several principles. Adherence to these principles will ensure open and honest communication about our services with our customers and suppliers. The principles include:

Communicating in plain language ensures information on our services is clear, accurate and easily understood. All staff implement and ensure our commitment to providing quality services.

They respond promptly to any concerns about the non-delivery of agreed services.

We provide an efficient, fair, and consistent handling process.

We are actively encouraging and responding to feedback from our customers and suppliers.

## **LODGING COMPLAINT**

Complaints may be made in writing, by email, telephone or in person.

## **INVESTIGATING COMPLAINT**

The appropriate person, the CEO or branch manager, will consider all available information regarding the complaint and determine the club's response.

The club will provide a written response to advise the complainant of the outcome of the investigation.

The response will, if required, invite the complainant to discuss the matter.

We will;

Acknowledge receipt of the complaint promptly.

Contact the individual to clarify the complaint, if necessary.

Investigate all complaints received.

Ensure your complaint process is fair, impartial and confidential.

Where the complaint is justified, take appropriate measures to rectify the situation, including correcting information handling practices and policies where necessary and communicating those changes to relevant staff.

Notify individuals of the outcome of investigations clearly and promptly, informing them of any relevant steps taken.

Record all decisions to ensure consistency.

## **FOLLOW UP**

To verify that required policy, procedure or practice changes have been undertaken.

## **RESOLVING COMPLAINTS – APPEAL PROCESS**

If a complainant is unsatisfied with the club's written response, the complainant may indicate this to the club.

The club may:

1. review the complaint and provide another response to the complainant;
2. provide the option of attending a meeting with the club Manager or CEO

The club may:

Advise the complainant of their rights under the Members Protection Policy

## **ROLES AND RESPONSIBILITIES**

### **CEO**

- Ensure that appropriate administrative procedures are in place for the reporting and handling of complaint handling procedure
- Actively promote the Company's Complaint Handling Procedure to all staff customers via the company Complaint Handling Procurers document
- Ensure that appropriate training is provided to all staff so that services are delivered to the standards promoted
- Devise and implement strategies to address any ongoing issues related to complaint-handling procedures

### **Staff**

- Deliver all services to the Company's required standard and in line with assigned duty statements and employment agreements
- Work responsibly and ethically at all times when representing the Company and delivering agreed service

## **POLICY BREACHES AND CONSEQUENCES**

Failure to abide by our Complaint Handling Procedure may result in disciplinary action being taken (Suspension or expulsion from the organisation)

## **CONFIDENTIALITY**

The club's administration is responsible for implementing this policy and is required by law to keep any matters related to it confidential.

## **REPORTING**

Communication between all levels is integral to the club's effective and efficient operation.

Key representatives are required to report on activities related to this policy.

Key representatives: Branch managers, Sports coordinators

Report to: CEO

When: Quarterly Staff Meetings

## **ADDITIONS AND CHANGES TO POLICY**

Recommended changes to this policy may be submitted to Star-Mites Gym Sports Pty Ltd Company Director for consideration at any time. Should changes be accepted, the policy will be updated, dated and circulated to all relevant stakeholders.

Star-Mites Gym Sports Pty Ltd is committed to ensuring all policies are up-to-date and reflect current times. Therefore, reviews are undertaken annually. The next review date is detailed at the beginning of each policy.

Signed: Liz Gardiner CEO Date: January 2024