



## Complaints and Compliments Policy

### Trilogy Gymnastics

#### 1. Purpose

Trilogy Gymnastics is committed to providing a safe, respectful, and positive environment for all participants. This policy outlines how complaints and compliments can be raised, managed, and resolved in a fair, confidential, and timely manner.

#### 2. Scope

This policy applies to:

Gymnasts

Parents and guardians

Coaches, staff, and volunteers

Club programs, events, and activities

#### 3. Guiding Principles

The club will ensure that:

All complaints are taken seriously

Complaints are managed fairly, confidentially, and without victimisation

Natural justice and procedural fairness are upheld

Compliments and positive feedback are encouraged and shared

#### 4. Complaints

A complaint may relate to:

Coaching practices or behaviour

Athlete welfare or safety

Bullying, harassment, or discrimination

Club policies, procedures, or administration

Competition or training issues

#### 4.1 How to Make a Complaint

Complaints should:

Be raised respectfully and in good faith

Be submitted in writing via email or official club channels

Include relevant details (who, what, when, where)

Where appropriate, minor concerns should first be raised directly with the coach involved, unless the matter relates to child safety or serious misconduct.

#### 4.2 Anonymous Complaints

Anonymous complaints will be considered where there is a safety or welfare concern

The ability to investigate anonymous complaints may be limited

### 5. Complaint Handling Process

The club will:

Acknowledge receipt of the complaint within a reasonable timeframe

Assess the nature and severity of the complaint

Investigate as appropriate (this may include speaking with relevant parties)

Take action where required

Communicate the outcome where appropriate and lawful

### 6. Child Safety and Serious Complaints

Complaints involving child safety, abuse, or serious misconduct will be managed in accordance with child protection legislation and mandatory reporting obligations

Such matters may be referred to external authorities or governing bodies

### 7. Timeframes

Complaints will be addressed as promptly as possible

Some matters may require additional time depending on complexity

## 8. Compliments and Positive Feedback

The club welcomes compliments relating to:

Coaches and staff

Programs and events

Athlete development and wellbeing

Club culture and environment

Compliments can be submitted via email, in person, or through club feedback channels and may be shared with staff to recognise positive contributions.

## 9. Privacy and Confidentiality

All complaints and compliments will be handled confidentially

Information will only be shared on a need-to-know basis

Records will be stored securely in line with privacy legislation

## 10. Victimisation

The club will not tolerate victimisation of any person who raises a complaint or participates in a complaint process in good faith.

## 11. Escalation

If a complaint cannot be resolved at club level, it may be referred to:

The relevant state gymnastics body

Gymnastics Australia

External agencies, where appropriate

## 12. Policy Review

This policy will be reviewed annually or as required due to:

Legislative changes

Child safety requirements

Club operational needs