



Eltham Calisthenic College

Complaints Handling Process

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Complaints Handling Procedure

OVERVIEW Disagreements and complaints occur from time to time when working with a large number of people with varying interests, needs, and personalities. To this end, Eltham Calisthenic College has developed a Complaints Handling Procedure with the aim of maintaining an environment where all members feel safe, and respected and are treated fairly. This procedure also aims to make the complaints process more straightforward, less stressful, and more productive for all involved.

4-STEP PROCESS The following flow chart outlines the basic procedure for handling complaints within the club.

SELF MANAGEMENT

What: An attempt to resolve the complaint directly with the party involved	When: You have a less serious complaint about an incident, event, person, behaviour, or general concern.	Who: The complainant and the person directly involved.
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INFORMAL

What: An informal complaint process; Will include the use of an informal complaint form. This may include investigation, mediation, and referral to Formal.	When: Resolution has not been achieved from Self-Management, or the complainant is uncomfortable with directly speaking to the person involved	Who: The complainant and the appropriate representative from the following: Coach/ Section manager, Coaching & Skills Coordinator, Media Coordinator, Events Coordinator, Secretary, or Treasurer
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FORMAL		
What: • Formal process; Will involve use of complaint form, investigation, finding and outcome process at committee level. May include mediation, education, or sanctions. Can be referred to External.	When: • Resolution has not been achieved from Self-Management, has been referred from Informal, or the complaint is of a more serious nature	Who: • The complainant, appropriate representative from the following: Coaching & Skills Coordinator, Media Coordinator, Events Coordinator, Secretary, or Treasurer; and President of the club
EXTERNAL		
What: • A formal process that goes beyond club level administration. Will include formal complaint form.	When: • Resolution has not been achieved form Formal Process or complaint is of a more serious nature. Generally, on referrals from the committee.	Who: • May include complainants, committee, and external party such as CVI, VCCA, ASC, child protective services or the Police.

PROCEDURE

When you have a complaint, it is expected that you:

- Follow the 4-step process structure in place. We encourage the use of Self-Management as the first step where possible.
- Report to the appropriate person. 'Going over someone's head' or 'going straight to the top' will often cause more issues than solutions. Leave your personal feelings aside and seek out the proper contact as this avoids matters escalating unnecessarily. (See lists below)
- Do not seek to engage in a confrontation in public. Regardless of which step you employ first; make contact in a private, confidential manner.
- During the complaints handling process, respect the privacy of those involved and aim to assist due processes.
- If you are unsatisfied with the outcome of your complaint; you may then refer your complaint to the next stage of the 4-step process.

APPROPRIATE CONTACTS FOR COMPLAINTS

At the Self-Management level, it is appropriate to speak directly to the party(s) involved. Avoid involving any 'support' people when approaching a contact meeting as this can be misconstrued as 'ganging up.'

At the Informal step, it is appropriate to contact the following people within the capacity of their roles. They may then refer the complaint to the Formal step or directly to the External step.

- Coach/ Section Manager- team level complaints regarding; classes, competitions, costumes, props or team-based events.
- Coaching & Skills Coordinator- team and club level complaints regarding, classes, coaching matters, Skills program, solos, Cadet or Level 1 courses.
- Media Coordinator- club level complaints regarding; Club endorsed social media, website, TeamApp, online forms and communications, newsletters.
- Events & Fundraising Coordinator- club level complaints regarding; Club sanctioned events such as Come and Try Day, Annual Concert, Presentation Night, etc.
- Secretary- club level complaints regarding; registrations, competition entries, general moderate level complaints.
- Treasurer- club level complaints regarding; fees, payments, purchases and general moderate level complaints.

At the Formal step, it is appropriate for the complainant or for the contact person as outlined above, to involve:

- Vice President / President- club level complaints about events, incidents, interpersonal grievances or issues regarding serious complaints.

At the External step, it is appropriate for the complainant or the President (or representative from the Executive Committee) to contact third party bodies including, but not limited to; CV. VCC, Competition Committee, Competition Conveners, Child Protection Services or the Police.