Maroochy Beach Gymnastics

Complaints & Grievances Policy

Purpose

Maroochy Beach Gymnastics is committed to maintaining a safe, respectful and accountable environment for all members, participants and staff.

This Policy outlines how concerns, complaints and grievances are raised, assessed and resolved in a fair, consistent and transparent manner.

Guiding Principles

All complaints will be managed in accordance with the following principles:

- Child safety as the first priority
- Procedural fairness (natural justice)
- No victimisation of parties lodging complaints
- Confidentiality (as far as reasonably practicable)

No person will be disadvantaged for raising a concern in good faith.

Knowingly false, malicious or vexatious complaints may themselves constitute a breach of the Code of Conduct.

Scope

This Policy applies to complaints raised by:

- Members
- Gymnasts
- Parents/Guardians
- Spectators
- Volunteers
- Committee Members

Employment-related grievances raised by staff are managed under the HR Manual and are not processed under this member complaints pathway.

Immediate Safety & Safeguarding Matters

If a child is at immediate risk:

1. Ensure safety first.
2. Notify the Club Manager or senior staff member (if not available) immediately
3. Police or other relevant authorities

Complaint Pathway & Escalation Process

To support timely and appropriate resolution, members are encouraged to raise concerns at the most relevant level in the first instance, unless the matter involves safeguarding, serious misconduct or governance concerns.

Coach

For:

- Class queries
- Athlete progress
- Training issues
- Routine coaching matters

If not resolved at coach level, concerns may be escalated to the Head Coach in writing.

Member Liaison

For:

- General member concerns
- Communication matters
- Guidance on appropriate pathway

If not resolved at Member Liaison level, concerns may be escalated to the Club Manager in writing.

Email: info@maroochybeachgymnastics.com.au

Club Manager

For:

- Operational matters
- Staff conduct
- Non-coaching or program matters

If not resolved at Club Manager level, concerns may be escalated to the Committee in writing.

Email: manager@maroochybeachgymnastics.com.au

Committee Member

For:

- Complaints concerning the club manager
- Governance concerns relating to committee scope of responsibilities

Email: secretary@maroochybeachgymnastics.com.au

Email: president@maroochybeachgymnastics.com.au

Email: treasurer@maroochybeachgymnastics.com.au

Website Submission

Complaints may be raised verbally or in writing via the form on the Club website under **"Member Information."**

Anonymous complaints may be considered; however, limited information may restrict investigation capacity.

Initial Assessment

Upon receipt, the Club will:

- Acknowledge the complaint within a reasonable timeframe;
- Assess the seriousness and nature of the concern;
- Determine the process of review and/or resolution.

The Club may determine that a matter falls outside its authority.

Informal Resolution

Where appropriate and safe, matters may be resolved through:

- Clarification
- Education
- Restorative discussion
- Behaviour reminders
- Mediation
- Informal resolution
- Investigation
- External escalation

Informal resolution will not be used where:

- Safeguarding risk exists;
- Breaches of laws are alleged;
- Breaches of affiliation or club policies are alleged
- Serious misconduct is alleged;
- Previous warnings have not resulted in improvement.

Formal Investigation

Where a formal investigation is required:

1. The respondent will receive written notice of the allegation.
2. They will be given reasonable opportunity to respond.
3. An impartial decision-maker will assess evidence.
4. Relevant witnesses may be consulted.
5. Findings will be documented.

Investigations will consider:

- Context
- Frequency
- Impact

- Evidence
- Prior conduct

Outcomes

Possible outcomes may include:

For members, parents or spectators:

- No action
- Education or guidance
- Behaviour agreement
- Access restrictions
- Suspension
- Termination of membership (in accordance with the Constitution)

For volunteers:

- No action
- Removal from role
- Restrictions on involvement

For safeguarding matters:

- Referral to peak body or authorities

Where the subject of the complaint is an employee, action will be taken in accordance with the HR Manual and applicable employment legislation.

Confidentiality

All parties must:

- Maintain confidentiality;
- Avoid public commentary that may compromise the process;
- Be handled on a ‘need to know’ basis
- Retain documentation in accordance with legal obligations.

External Escalation

The Club may escalate matters to:

- Gymnastics Queensland
- Gymnastics Australia
- Sports Integrity Australia
- Child Safety Services Queensland
- Police or other relevant authorities

Members may also access peak-body and external complaint pathways where appropriate.

Acknowledgement

Participation in Club activities constitutes agreement to comply with this Policy.

Failure to comply may result in action under the Club's governing documents.

Policy Review

This Policy will be reviewed periodically, as necessary, to ensure compliance with legislation and safeguarding standards.

Version: March 2026