

MAROOCHY BEACH GYMNASTICS

Complaints & Grievances Policy

Modelled on the NSW Office of Sport Complaints Handling Policy (September 2024) and aligned to the Gymnastics Australia National Integrity Framework.

Version	April 2026
Prepared by	Silja Weiss Club Manager
Next review	12 months from adoption date, or following any legislative or NIF policy change

1. Purpose

This Policy is intended to ensure that Maroochy Beach Gymnastics (the Club) handles complaints fairly, efficiently and effectively.

The Club has established a complaint management system that is intended to:

- Make it straightforward for members, participants, families and the public to raise complaints and concerns
- Ensure complaints are responded to in a timely, cost-effective and consistent manner
- Maintain public and member confidence in the Club
- Ensure complaints are recorded and used to inform continuous improvement of Club programs and services
- Clearly distinguish between operational/service complaints (managed by the Club) and integrity/prohibited conduct matters (managed under the Gymnastics Australia National Integrity Framework)

The policy and associated processes are underpinned by the following complaints handling commitments: Respectful Treatment; Information and Accessibility; Good Communication; Taking Ownership; Timeliness; and Transparency.

2. Scope

This Policy applies to all staff, coaches and volunteers receiving or managing complaints from members, participants, families and the public about Club programs, services and operations.

The following matters are outside the scope of this Policy and are managed separately:

- Employment grievances raised by staff — managed under the HR Manual and applicable employment law
- Allegations of Prohibited Conduct under the Gymnastics Australia National Integrity Framework (NIF) — managed under the GA Complaints, Disputes and Discipline Policy (CDDP). See section 4.
- Matters where there is a specific legal remedy or formal right of appeal under legislation

Note: while the initial subject of a complaint may be outside scope, the Club's handling of that complaint (e.g., failure to respond, or poor process) may itself be a legitimate cause for complaint under this Policy.

3. Definitions

Complaint	An expression of dissatisfaction made to or about the Club relating to its programs, services, staff, coaches or volunteers, or the handling of a previous complaint, where a response or resolution is expected.
Complainant	A person making a complaint. May be a member, participant, parent/guardian, spectator, volunteer or committee member.
Respondent	The person or organisation about whom a complaint has been made.
Complaints Manager	The Club Manager (currently Silja Weiss), who holds overall responsibility for the Club's complaint management system. The Complaints Manager triages all complaints, manages Track A (operational) matters, and refers Track B (NIF) matters to Gymnastics Australia. Contact: manager@maroochybeachgymnastics.com.au
Member Protection Information Officer (MPIO)	The Club's designated first point of contact for members seeking information or guidance about member protection, child safety and NIF integrity matters. The MPIO does not investigate complaints but provides information, support and referral. Contact: [MPIO name, email — to be inserted].
NIF / Integrity complaint	A complaint involving alleged Prohibited Conduct under the Gymnastics Australia National Integrity Framework. Managed under the GA CDDP, not this Policy.
Operational complaint	A complaint about Club programs, services, communication, facilities or administration that does not involve Prohibited Conduct under the NIF.
Dispute	An unresolved complaint escalated within or outside of the Club.
Feedback	Opinions, comments or expressions of concern where no formal response is expected.

4. National Integrity Framework — mandatory referral

This section is mandatory. It cannot be modified by the Club and takes precedence over all other provisions of this Policy.

4.1 The NIF and CDDP

Gymnastics Australia has adopted the National Integrity Framework (NIF), developed by Sport Integrity Australia. The NIF is binding on the Club and all of its members, participants, coaches, staff and volunteers as a condition of GA/Gymnastics Queensland affiliation.

The NIF Complaints, Disputes and Discipline Policy (CDDP) sets out the binding process for how allegations of Prohibited Conduct are managed and resolved. This club-level Policy operates alongside and does not replace or limit the CDDP. In any inconsistency between this Policy and the CDDP, the CDDP prevails.

4.2 What is an NIF / integrity complaint?

An integrity complaint involves alleged Prohibited Conduct under any of the following NIF policies:

- Safeguarding Children and Young People Policy — including child abuse, grooming, harm, or risk of harm to a child
- Member Protection Policy — including harassment, bullying, abuse (physical, emotional or sexual), vilification, and discrimination on the basis of age, disability, race, sex, gender identity, sexual orientation or religion
- Improper Use of Drugs and Medicine Policy
- Competition Manipulation and Sport Gambling Policy

- Any other conduct defined as Prohibited Conduct under the CDDP — including failure to report, withholding information, or breaching confidentiality obligations during a complaint process

4.3 Mandatory referral — NIF complaints are not managed at club level

NIF integrity complaints must not be managed solely through the Club's internal complaint pathway. They must be directed to Gymnastics Australia or Sport Integrity Australia in accordance with the CDDP.

Where to direct NIF complaints:

Club MPIO — for initial guidance, support and referral: Christina
mpio@maroochybeachgymnastics.com.au

Complaints Manager (Club Manager — Silja Weiss) — receives and triages all formal complaints:
manager@maroochybeachgymnastics.com.au

Sport Integrity Australia — for safeguarding and discrimination matters: www.sportintegrity.gov.au | Safe Sport Hotline: 1800 161 361 (7am–7pm, 7 days)

Gymnastics Australia — for any NIF Prohibited Conduct: www.gymnastics.org.au (integrity/complaints section)

4.4 Immediate child safety

If a child is at immediate risk of harm:

1. Call 000 (police or emergency services) immediately.
2. Ensure the child's safety. Remove the child from risk where it is safe to do so.
3. Notify the Club Manager (Silja) or most senior staff member present — manager@maroochybeachgymnastics.com.au
4. Report to Child Safety Services Queensland: 1800 811 810.
5. Report to Sport Integrity Australia as soon as practicable: 1800 161 361.

Do not wait. Do not attempt to investigate before reporting. Do not notify the alleged perpetrator.

4.5 Club obligations under the NIF

The Club and all Relevant Persons must:

- Report any conduct reasonably likely to be Prohibited Conduct to GA or Sport Integrity Australia as soon as practicable
- Cooperate fully with any NIF complaint process or investigation
- Not withhold or provide false or misleading information during a complaint process
- Maintain confidentiality of NIF complaint information as required under the CDDP
- Comply with any sanction issued under the CDDP

Failure to comply with any of these obligations is itself Prohibited Conduct under the CDDP and may result in disciplinary action by Gymnastics Australia.

5. Complaint triage — which pathway applies?

On receipt of any complaint or concern, the Club will first determine which pathway applies. This is the most important step in the complaint process. Members who are unsure which pathway applies should contact the Club MPIO ([MPIO name] — [MPIO email/phone]) or the Complaints Manager (Silja — manager@maroochybeachgymnastics.com.au) for guidance before taking any other steps.

Matter type	Examples	Pathway
-------------	----------	---------

Track A — Operational / service	Class queries, fees, scheduling, communication, program administration, facility concerns	Club internal pathway — Annex A of this Policy
Track B — NIF integrity matter	Safeguarding, harassment, abuse, discrimination, bullying, drugs, match fixing, prohibited conduct under GA policies	GA National Integrity Framework (CDDP) — report to Gymnastics Australia or Sport Integrity Australia directly
Track B — Immediate child safety	A child is at immediate risk of harm	Call 000 immediately. Then notify Club Manager and report to Child Safety Services QLD (1800 811 810) and Sport Integrity Australia.

If the pathway is unclear, the complaint should be treated as a potential NIF matter and the Complaints Manager must consult with Gymnastics Queensland before taking any further action.

6. Roles and responsibilities

Role	Responsibilities
Committee / Board	Promote a culture valuing feedback and complaints. Provide adequate support to the Complaints Manager and MPIO. Review complaint trend reports. Support continuous improvement recommendations. Ensure sufficient resources for complaint handling.
Complaints Manager Silja Weiss Club Manager	Overall responsibility for the Club's complaint management system. First point of contact for all complaints received at Club level (operational and NIF). Triage complaints to the correct pathway. Manages or coordinates formal investigations for operational (Track A) matters. Refers NIF (Track B) matters to Gymnastics Australia immediately. Appoints independent handlers where a conflict of interest exists. Provides regular complaint trend reports to the Committee. Updates this Policy as required. Contact: manager@maroochybeachgymnastics.com.au
Member Protection Information Officer (MPIO) Christina	The Club's designated first point of contact for members seeking information, guidance or support about member protection, child safety and NIF integrity matters. Provides information, support and referral only — does not investigate, mediate or make findings. Full role description: see section 6A. Contact: mpio@maroochybeachgymnastics.com.au
All staff, coaches and volunteers	Treat all people with respect. Be alert to complaints and assist with early resolution. Refer complaints to the Complaints Manager or MPIO. Assist with investigations when requested. Maintain confidentiality. Comply with this Policy and the NIF.
Persons with specific complaint handling duties	In addition to the above: receive and record complaints in the register; conduct initial triage; manage or coordinate investigations (Track A only); communicate with complainants; escalate where required.

6A. The Member Protection Information Officer (MPIO)

The MPIO is the Club's designated first point of contact for members seeking information, guidance or support about member protection, child safety and NIF integrity matters. The MPIO role is one of information, support and referral — not investigation, mediation or decision-making.

6A.1 What the MPIO does

The MPIO provides the following functions:

Information and guidance

- Explains the Club's complaint process and what options are available to a person with a concern
- Helps people understand the difference between an operational complaint (Track A) and an NIF/integrity matter (Track B), and what each pathway involves
- Explains what will and will not happen if a complaint is formally lodged, and what to expect from the process
- Provides information about external bodies — including Gymnastics Australia, Gymnastics Queensland, Sport Integrity Australia, Child Safety Services Queensland, police and the Queensland Human Rights Commission — and how to access them
- Can provide all of this information without a formal complaint being lodged. A conversation with the MPIO is not a complaint and does not trigger any formal process unless the person chooses to proceed

Support

- Listens to the person, helps them feel heard and safe, and assists them to understand their options without pressure
- Supports vulnerable persons — including children (through their parent or carer) — throughout the complaint process, including attending meetings, helping them understand communications, and ensuring they have access to a support person
- Can provide information and support to either the complainant or the respondent — but not to both parties in the same matter (see section 6A.3)
- Ensures the person is aware they will not be disadvantaged or victimised for raising a concern in good faith

Referral

- Refers formal complaints to the Complaints Manager (Silja) once the person decides to proceed with a club-level complaint
- Refers NIF/integrity matters directly to Gymnastics Australia or Sport Integrity Australia — the MPIO does not manage NIF complaints internally
- Refers people to an alternative contact if the MPIO has a conflict of interest in a particular matter
- Refers people to external support services where appropriate, including counselling or wellbeing support

Confidentiality

- Keeps all information shared with them confidential — including the fact that a person has approached them
- Maintains this confidentiality even if approached by a second party in the same matter
- Shares information only on a strict need-to-know basis and in accordance with legal obligations

6A.2 What the MPIO does NOT do

The following activities are outside the scope of the MPIO role. These boundaries protect the MPIO, the parties involved, and the integrity of the complaint process:

The MPIO does not:

- **Investigate complaints** — investigation is the role of the Complaints Manager (for Track A matters) or Gymnastics Australia/Sport Integrity Australia (for Track B/NIF matters)

- **Make findings or determine outcomes** — the MPIO does not assess whether conduct occurred, who is at fault, or what sanction should apply
- **Act as a mediator between parties** — mediation is a separate formal process managed by the Complaints Manager or an independent third party
- **Represent either party as an advocate or legal representative** — the MPIO provides information and support, not legal or partisan advocacy
- **Contact the respondent on the complainant's behalf** — the MPIO does not approach the subject of a complaint without the complainant's express knowledge and consent, and even then only in limited circumstances
- **Decide whether a matter is serious enough to pursue** — that assessment belongs to the Complaints Manager (Track A) or GA/GQ/SIA (Track B). The MPIO explains the options but does not gatekeep access to the formal process
- **Support both parties in the same matter** — see section 6A.3
- **Act where a conflict of interest exists** — see section 6A.3
- **Take any action that could prejudice an investigation** — including discussing the matter with people who do not need to know, or advising a party on how to respond to a formal process

6A.3 MPIO conflicts of interest

The MPIO must not support both parties involved in the same dispute. If the MPIO is approached by a second person about the same matter, they must refer that person to another contact (the Complaints Manager or an external body) without disclosing that the first person has already made contact. The fact that someone has approached the MPIO is confidential.

A conflict of interest exists — or may be perceived to exist — if the MPIO has a close personal or professional relationship with either the complainant or the respondent. This applies whether the MPIO is a friend of the person making the complaint or of the person being complained about. Even if the MPIO believes they can remain impartial, the perceived conflict may undermine confidence in the process.

When the MPIO suspects a conflict of interest may exist, they must follow this protocol:

MPIO conflict of interest protocol:

6. Ask the person to describe the matter generally — without naming any person — before any names or identifying details are shared.
7. Assess whether a conflict of interest exists based on the general description, before learning the full details.
8. Declare the conflict openly and explain what this means for the MPIO's ability to assist.
9. Offer to refer the person to the Complaints Manager (Silja), another MPIO, Gymnastics Queensland, or an external body.
10. Do not proceed if either the MPIO or the person approaching them is not fully confident in the MPIO's impartiality.

The MPIO does not need to explain why they cannot assist — the fact of the conflict, and that a referral is being made, is sufficient.

6A.4 MPIO contact details

MPIO name	Christina
MPIO email	mpio@maroochybeachgymnastics.com.au
Availability	The MPIO can be contacted directly by any member, participant, parent or carer, coach, volunteer or committee member at any time. No appointment is needed and no formal complaint needs to be lodged.

Alternative contact if MPIO unavailable or has a conflict

Complaints Manager — Silja
 manager@maroochybeachgymnastics.com.au
 Gymnastics Queensland
 Integrity Unit integrity@gymnastics.qld.org.au

7. Guiding principles

7.1 Facilitating complaints

The Club is committed to receiving feedback and resolving complaints. People making complaints will be:

- Provided with information about the complaint handling process
- Given accessible ways to make a complaint
- Listened to, treated with respect and involved in the process as far as possible
- Provided with reasons for decisions and any options for review

No person will be disadvantaged for raising a concern in good faith. Reasonable steps will be taken to protect complainants from adverse consequences. Anonymous complaints will be accepted where sufficient information is provided, noting that limited information may restrict the Club's ability to investigate.

7.2 Responding to complaints — objectivity and fairness

All complaints will be managed with integrity, in an equitable, objective and unbiased manner.

- The person handling a complaint must not be the same person whose conduct or service is being complained about
- Internal reviews of how a complaint was managed will be conducted by a person other than the original decision-maker
- All complaints will be assessed on their merits

If a potential conflict of interest is identified, the person concerned must declare it to the Complaints Manager (Silja) immediately. Where the subject of a complaint is the Club Manager (Silja), the matter must be directed to the Committee President, who will arrange for an independent person to manage it — Silja will have no involvement in that complaint. Where the subject of a complaint is a committee member, the remaining committee members will manage the process or appoint an independent person. In either case, the Club MPIO may assist the complainant with information and support throughout.

7.3 Timeliness

The Club commits to the following minimum timeframes:

Initial contact	Where practicable, the Complaints Manager or MPIO will aim to speak with the complainant in person or by phone within 24 hours of receipt — particularly where the complainant appears distressed or the matter is urgent
Acknowledgement	Written acknowledgement within 2 business days of receipt
Initial assessment	Within 5 business days — complainant notified of category, process and expected timeline
Resolution target	Within 14 business days for straightforward matters
Complex matters	Complainant notified promptly if 14-day target cannot be met, with revised estimate and reason
Final outcome	Communicated in writing to complainant and respondent at case closure

Where a matter is referred to GA, GQ or Sport Integrity Australia, their own timeframes under the CDDP apply.

7.4 Confidentiality

The identity of complainants and the content of complaints will be protected where practical and appropriate. Personal information will only be disclosed as permitted under the Privacy Act 1988 (Cth), the Queensland Information Privacy Act 2009, and any applicable confidentiality obligations.

Confidentiality obligations do not prevent the Club from making mandatory disclosures required by law, or from referring a matter to GA, GQ, Sport Integrity Australia, Child Safety Services Queensland or police.

7.5 Managing unreasonable conduct

The Club is committed to being accessible and responsive. At the same time, where a person behaves unreasonably in their dealings with the Club — in ways that unreasonably affect staff, resources or the efficient management of other complaints — the Club may take reasonable steps to manage that conduct, consistent with the principles of fairness and accessibility.

8. Complaint handling procedure

8.1 Five key stages

All complaints (Track A operational matters and Track B NIF referrals at the point of receipt) will be managed in accordance with the following five stages:

Stage	Name	Description
Stage 1	Receipt	Complaint received and recorded in the complaints register. Unique reference assigned. Document: contact details, issues raised, outcome sought, any support needs.
Stage 2	Acknowledgement	Written acknowledgement sent to the complainant within 2 business days. Confirms receipt, reference number, name of person managing the complaint, and expected process.
Stage 3	Initial assessment	Within 5 business days: determine scope (Track A or B); assess seriousness, urgency and complexity; identify any conflict of interest; determine resolution pathway (informal or formal investigation).
Stage 4	Decision / response	Complaint resolved through informal resolution or formal investigation. Complainant kept informed of progress. Findings documented. Outcome communicated to complainant and respondent in writing.
Stage 5	Closure, records and review	Complaint closed and recorded in register. Outcome implemented and monitored. Register reviewed periodically for trends and continuous improvement.

8.2 Three levels of complaint handling

Within the operational pathway (Track A), complaints are managed across three escalating levels:

Level	Type	Description
Level 1	Frontline resolution	Resolved at first point of contact. Staff are empowered to address concerns promptly and informally where appropriate. Details recorded in the complaints register.

Level 2	Internal review	Where Level 1 resolution is not possible, complaint escalated to a more senior officer. Includes assessment, possible investigation, and facilitated resolution. Reviewed by a person not connected with the original decision.
Level 3	External review / NIF referral	Where internal resolution is not possible, or where the matter involves NIF Prohibited Conduct, the complaint is referred externally to Gymnastics Queensland, Gymnastics Australia, Sport Integrity Australia, or other relevant authority.

8.3 Informal resolution

Where appropriate and safe, operational complaints may be resolved informally through clarification, discussion, education, mediation or restorative process.

Informal resolution will not be used where:

- A safeguarding risk to a child exists
- Prohibited Conduct under the NIF may be involved — the matter must be referred under section 4
- Breaches of laws or affiliation policies are alleged
- Serious misconduct is alleged
- Previous warnings have not resulted in improvement

8.3A When a person will not name the respondent

If a person raises a concern but is unwilling to name the person they are complaining about, the Complaints Manager or MPIO should:

- Explore the reason for their reluctance — they may be afraid of victimisation, retaliation or not being believed
- Explain that without a name it may be difficult to take formal action, but that there are still options available
- Offer to refer them to an external body (GA, GQ, SIA, police or Child Safety Services Queensland) where they may feel more comfortable disclosing
- If the matter appears serious — particularly if it involves a child or repeated conduct — seek advice from Gymnastics Queensland about what steps can be taken without a formal complaint
- Monitor the situation and ensure the person knows they can return at any time if they change their mind

Anonymous complaints or concerns about patterns of behaviour (even without a named respondent) will still be recorded in the complaints register and may inform future decisions about training, supervision or management arrangements.

8.4 Formal investigation

Where a formal investigation is required, the Club will:

11. Provide the respondent with written notice of the allegation and a reasonable opportunity to respond
12. Appoint an impartial person to assess the evidence — this must be a different person from whoever conducted the initial assessment
13. Consult relevant witnesses where appropriate
14. Document all findings
15. Communicate the outcome and any action to be taken to both parties in writing

Investigations will consider context, frequency, impact, evidence and prior conduct.

8.4A Interim protective action during an investigation

Where a complaint raises concerns about a person's continued contact with children or young people during an investigation — including an NIF investigation managed by GA or GQ — the Committee may impose interim protective measures. These may include:

- Additional supervision requirements for the person concerned
- Temporary redeployment to a role that does not involve direct contact with children or young people
- Suspension of duties or involvement in Club activities on a temporary basis

Interim protective action is a precautionary measure to protect the safety of children and young people. It is not a finding of guilt and does not prejudice the outcome of any investigation. The person concerned must be informed of this distinction in writing.

Any interim action must be proportionate to the risk identified and reviewed promptly if circumstances change. The Committee should consult with Gymnastics Queensland before imposing interim action where possible, particularly for matters with NIF implications.

8.5 Outcomes

Possible outcomes for operational complaints include:

- No action — where the complaint is not substantiated
- Explanation, clarification or apology
- Education, guidance or a behaviour agreement
- Access restrictions or supervision requirements
- Suspension or termination of membership (in accordance with the Constitution)
- Referral to GA, GQ, Sport Integrity Australia or relevant external authority

Where the respondent is an employee, outcomes will be managed under the HR Manual and applicable employment law.

9. Accountability and learning

9.1 Complaints register

The Club will maintain a complaints register. For each complaint, the register will record:

- Date received
- Complainant (or anonymous)
- Category — Track A (operational) or Track B (NIF referral)
- Summary of the concern
- Name of the person managing the complaint
- Key dates — acknowledgement, initial assessment, resolution, closure
- Outcome and any actions taken or sanctions applied
- Whether the matter was referred externally and to whom
- Date closed

9.2 Analysis and reporting

The Complaints Manager will ensure complaints are recorded in a way that allows retrieval for analysis and reporting. Regular reports to the Committee will include:

- Number of complaints received (by category)
- Outcomes of complaints

- Issues or patterns identified
- Number of matters referred externally
- Any systemic issues identified

9.3 Continuous improvement

The Club is committed to improving the effectiveness and efficiency of its complaint management system. The Committee will:

- Review the complaints register at least annually
- Identify patterns or systemic issues and implement appropriate changes
- Review this Policy at least every 12 months, or following any relevant legislative or NIF policy change
- Submit any revised policy to Gymnastics Queensland for review prior to adoption

This section forms part of the Club's obligations under Queensland Child Safe Standard 9 (continuous improvement).

10. External contacts and alternative avenues

Members may raise concerns directly with the following bodies at any time, regardless of whether they have first used the club-level process:

Club MPIO (first point of contact for member support)	Christina mpio@maroochybeachgymnastics.com.au
Complaints Manager (Club Manager — Silja)	manager@maroochybeachgymnastics.com.au
Gymnastics Queensland	integrity@gymnastics.qld.org.au
Gymnastics Australia	www.gymnastics.org.au — integrity/complaints section
Sport Integrity Australia	www.sportintegrity.gov.au 1800 161 361 (7am–7pm, 7 days)
Child Safety Services Queensland	1800 811 810
Police	000 (emergency) 131 444 (non-urgent)
Queensland Human Rights Commission	www.qhrc.qld.gov.au

11. Acknowledgement

Participation in Club activities, and membership of the Club, constitutes agreement to comply with this Policy and all related policies, including the Gymnastics Australia National Integrity Framework. Failure to comply may result in action under the Club's governing documents or under the NIF.

Making a complaint to the Club is free of charge.

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

Annex A — Club-level operational complaints (routine service matters only)

This Annex sets out the escalation pathway for routine Track A operational complaints — class queries, fees, scheduling, communication, program administration and facility concerns. It does not apply to NIF integrity matters, which are managed under section 4 of this Policy.

A.1 Scope of this Annex

This Annex applies to routine operational complaints including:

- Class scheduling, group allocation or program content queries
- Fee, payment or enrolment administration
- Facility or equipment concerns
- Communication or general member relations
- Coaching approach or feedback (where not involving Prohibited Conduct)

This Annex does not apply where the matter may involve Prohibited Conduct. If in doubt, refer to section 5 (triage) and treat the matter as Track B.

A.2 How to raise a routine complaint — and when to contact the MPIO first

Members who are uncertain whether their concern is an operational matter or an integrity/NIF matter should contact the Club MPIO (Christina mpio@maroochybeachgymnastics.com.au) before submitting a formal complaint. The MPIO can explain the process, discuss options, and refer the member to the right pathway — without triggering a formal process.

Routine operational complaints may be raised verbally or in writing. Written complaints are preferred for all but the most straightforward matters:

- By email — to the relevant contact in the escalation table below
- Via the complaints form on the Club website: www.maroochybeachgymnastics.com.au (under Member Information)
- In person — request to speak with the relevant contact

A.3 Escalation pathway

Members are encouraged to raise concerns at the most relevant level in the first instance:

Contact point	Appropriate for	Contact
MPIO Christina	First point of contact for any member seeking guidance, information or support about complaints, member protection or child safety — before or during any complaint process	mpio@maroochybeachgymnastics.com.au
Coach / Head Coach	Class queries, athlete progress, training matters, routine coaching issues	Email office@maroochybeachgymnastics.com.au with availability to meet. The club will make the coach aware and find time to meet. A meeting time will be sent to the parent from Office
Member Liaison	General member concerns, communication matters, guidance on the right pathway	info@maroochybeachgymnastics.com.au

Complaints Manager (Club Manager — Silja)	All formal complaints — triages to Track A or Track B; manages operational matters; refers NIF matters to GA/GQ; first escalation point if not resolved at Member Liaison level	manager@maroochybeachgymnastics.com.au
Committee (if complaint involves the Club Manager)	Complaints about Silja in her capacity as Club Manager, governance concerns, or where a conflict of interest requires the Club Manager to step aside	president@maroochybeachgymnastics.com.au secretary@maroochybeachgymnastics.com.au

If the complaint involves the Club Manager (Silja), direct it to the Committee President immediately — do not contact Silja about that complaint. The MPIO can assist you to navigate this if needed.

A.4 Timeframes — operational complaints

The Club will apply the timeframes set out in section 7.3 to all routine operational complaints: acknowledgement within 2 business days; initial assessment within 5 business days; resolution target 14 business days.

A.5 Records

All operational complaints, even those resolved informally at Level 1, will be recorded in the Club's complaints register in accordance with section 9.1.