



ABN: 82 598 967 065

<b>Policy Name:</b>	<b>Complaint Management Procedure code CMP00001</b>
<b>Date of Issue:</b>	<b>July 2005 revised September 2011</b>
<b>Policy coverage:</b>	<b>A.G.D.A. Management &amp; Operations</b>
<b>Date of Review:</b>	<b>June 2012</b>
<b>Controlling body:</b>	<b>Director</b>

#### **Purpose**

##### **Our unifying principles are:-**

- Respect for all
- Open Learners, Educators and Communication
- Responsible Actions and Consequences
- Respect for the Company
- Serious, Safe Fun

##### **AGDA Mission Statement is-**

Not Just Teach Sport...Creating a Lifestyle

To be true to our mission statement and unifying principles we have developed a Complaints Management Procedure. To assist all AGDA Staff, Parents/Caregivers and members work together to educate and support our athletes during their time at the Academy, AGDA created the Complaint Management Procedure.

This procedure has been developed at no time does AGDA tolerate discriminatory or harassment behaviour under any circumstance and will take disciplinary action against anyone who breaches this policy.

#### **Document Links:-**

Member Protection Policy	Codes of Conduct
Health, Safety and Equipment Policy	Professional Behaviour
Behaviour Management Plan	100% Money Back Application Form for first term families.
Fees and Payment Policy	

All of AGDA Policies and Procedures found at [www.agymda.com.au](http://www.agymda.com.au)

#### **Conflict Resolution between athletes**

If an athlete is having difficulty with another athlete, either with physical contact, verbal abuse, the offended athlete is to report it to his or her coach immediately in order for disciplinary action. You are not to retaliate in the same way. If you are not satisfied with the way your coach has handled this incident, it is important that you report it to the Department Leader or Management to deal with via the AGDA Feedback/Enquiry Form attached.

***All coaches and staff can be contacted via their email addressed found on the AGDA website under Staff Profiles.***

#### **Conflict Resolution between Athlete and Coach**

Conflict of this nature is reported to the Department Leader. This can be via email to [info@agymda.com.au](mailto:info@agymda.com.au) or by completing the AGDA Feedback/Enquiry Form attached. An appointment may then be arranged to meet with the Department Leader to discuss the situation and find a resolution if requested/required.

#### **Conflict Resolution between Coach and Parent**

Conflict of this nature is reported to the Department Leader or Director. This can be via email to [info@agymda.com.au](mailto:info@agymda.com.au) or by completing the AGDA Feedback/Enquiry Form attached. An appointment may then be arranged to meet with the Department Leader/Director to discuss the situation and find a resolution if requested/required.

#### **Process for Reporting of Complaints**

Please download a feedback form from the AGDA website or ask for a Feedback form from Reception. This is for encouragement, comments and complaints. Please complete this form with a brief comment regarding the issue you seek resolution. Leave this form with the Administration Staff and or email to [agda@gymnastics.org.au](mailto:agda@gymnastics.org.au) or fax to 0738883135. All completed feedback forms are treated with seriousness and in a confidential manner. AGDA's Complaints Procedures Appendix A is the tool used to investigate all complaints. Please refer to Complaints Procedure Flowchart.

**There is a strong responsible relationship between Management, Coaches and Members.  
Destructive gossip and misinformation can be the undoing of any Academy and Program.**

**We are all responsible to remove this element from our Academy.**

**Please communicate effectively with Academy Management; communication is very important to maintain a positive training experience for your gymnast and coherent relationship with you.**

