



PROCEDURE COMPLAINT HANDLING Star-Mites Gym Sports Pty Ltd - SMCD

Policy Name:	Complaint Handling Procedure Policy
Date of Issue:	August 2007
Policy Coverage:	Grievance, criticism, objection
Review date:	January 2020
Controlling Body:	Star-Mites Gym Sports Pty Ltd – SMCD -Directors

STATEMENT OF COMMITMENT

Our organisation is committed to working responsibly and ethically within the legal and regulatory environment. To this end all Company policies and procedures will reflect, and we will act and make decisions in accordance, with the Membership Protection Policy.

DEFINITION

A complaint is defined as any communication, written or oral, that expresses Dissatisfaction

Complaints can come in many different forms with varying degrees of seriousness. Whilst we acknowledge that any situation which prompts a member to contact us to express dissatisfaction is important, we define a complaint as such where it includes one or more of the following:

- Failure to comply with any legal obligation
- Negligence leading to material loss, inconvenience or distress
- Misrepresentation, bad faith or other malpractice

POLICY APPLICATION

This policy applies to all services provided by Star-Mites Gym Sports Pty Ltd – SMCD as part of its daily business operations, ex.: Fees/payments, coaching practices venue/facilities, undertaken by Directors and/or employees, in their dealings with member's staff and customer, Adoption of this policy will ensure our organisation can continue to conduct their business with integrity and in accordance with community and business ethical standards of behaviour.

POLICY COVERAGE

All activities undertaken by Star-Mites Gym Sports Pty Ltd - SMCD as part of its day-to-day operations including conduct of competitions/events, daily gymnastics lessons and related customer services are incorporated.

PRINCIPLES

Star-Mites Gym Sports Pty Ltd – SMCD COMPLAINT Handling Procedure is characterised by reliance on a number of principles. Adherence to these principles will ensure open and honest communicate about our services with our customers and suppliers. The principles include:-

Communicating in plain language to ensure information on our services is clear, accurate and easily understood. All staff implements ensuring our commitment to providing quality services
Responding promptly to any concerns with respect to the non-delivery of agreed services
Providing an efficient, fair and consistent handling process
Actively encouraging and responding to feedback from our customers and suppliers

LODGING COMPLAINT

Complaints may be made in writing, by email, by telephone or in person

INVESTIGATING COMPLAINT

The appropriate person, generally the CEO or branch manager, will consider all information available in relation to the complaint and determine the clubs response.

The club will provide a written response to advise the complainant of the outcome of the investigation.

The response will, if required, contain an invitation to the complainant to discuss the matter.

We will;

Acknowledge receipt of the complaint promptly.

Contact the individual to clarify the complaint, if necessary.

Investigate all complaints received.

Ensure your complaint process is fair, impartial and confidential.

Where the complaint is justified, take appropriate measures to rectify the situation, including correcting information handling practices and policies where necessary and communicating those changes to relevant staff.

Notify individuals of the outcome of investigations clearly and promptly, informing them of any relevant steps taken.

Record all decisions to ensure consistency

FOLLOW UP

to verify that required changes to policies, procedures or practices have been undertaken.

RESOLVING COMPLAINTS – APPEAL PROCESS

If a complainant is not satisfied with the clubs written response, then the complainant may indicate this to the club.

The club may:

- a. review the complaint and provide another response to the complainant; and/or
- b. provide the option of attending a meeting with the club Manager or CEO

The club may:

Advise the complainant of their rights under the Members Protection Policy

ROLES AND RESPONSIBILITIES

CEO

- Ensure that appropriate administrative procedures are in place for the reporting and handling of complaint handling procedure
- Actively promote the Company's Complaint Handling Procedure to all staff customers via the company Complaint Handling Procurers document
- Ensure that appropriate training is provided to all staff so that services are delivered to the standards promoted
- Devise and implement strategies to address any on-going issues that related to complaint handling procedures

Staff

- Deliver all services to the Company's required standard and in-line with assigned duty statements and employment agreements
- Work responsibly and ethically at all times when representing the Company and delivering agreed service

POLICY BREACHES AND CONSEQUENCES

Failure to abide by our Complaint Handling Procedure, may result in disciplinary action being taken (Suspension or expulsion from organization)

CONFIDENTIALITY

The clubs administration responsibilities for implementing this policy will keep confidential any matters pertaining to this policy as required by law

REPORTING

Communication between all levels is integral for the effective and efficient running of the club. Key representatives are required to report on activities with regard to this policy

Key representatives: Branch managers, Sports coordinators

Report to: CEO

When: Quarterly Staff Meetings

ADDITIONS AND CHANGES TO POLICY

Recommended changes to this policy may be submitted to Star-Mites Gym Sports Pty Ltd Company Director for consideration at any time. Should changes be accepted, the policy will be updated, dated and circulated to all relevant stakeholders.

Star-Mites Gym Sports Pty Ltd is committed to ensuring all policies are up-to-date and reflects current times, therefore reviews are undertaken annually. The next review date is detailed at the beginning of each policy.

Signed: Gail Melinger Director Date: January 2019