

Complaints Handling

Purpose

Shire Gymnastics encourages an environment that fosters open communication between members and the club. We encourage complaints, concerns or issues be raised and resolved in a calm, respectful, timely and confidential manner by all involved.

If a member feels that an enquiry or concern has not been satisfactorily handled or resolved, or that Shire Gymnastics policies or practices have not been fairly, uniformly, or correctly administered, members may lodge a complaint in accordance with this policy.

Making a Complaint

- If any of our families feel the need to make a complaint, we request that an email is sent to mgmt@shiregymnastics.com.au
- Please provide with as much information as possible so that we can best understand the concern.

Handling the Complaint

Shire Gymnastics Management:

- Will acknowledge receipt of your email and keep you informed of progress.
- **Take the time to have any relevant conversations and determine the best course of action.
- Decide on the best way to move forward and will communicate this with the relevant parties.

Child Protection

Any complaints received relating to allegations of Prohibited Conduct under Shire Gymnastics Member Protection or Child Safeguarding Policies will need to be submitted by Management to Gymnastics Australia and managed in accordance with the Gymnastics Australia Complaints, Disputes and Discipline Policy.

If you or we have reason to believe that a Child/Young Person is at immediate risk of harm, you must follow the procedures set out in **Annexure A: Responding to of Abuse and Harm to Children and Young People** and report to the appropriate law enforcement and/or child protection agency.

** Please note that whilst we make every effort to be discreet, the person being complained about may become aware of a complaint... If this is not an option for you, please be clear about that and we will discuss with you the more limited ways that we might be able to act.

Annexure A: Responding to Risk of Abuse and Harm to Children and Young People

Under relevant state/territory laws, failure to report any reasonable suspicion or knowledge that a Child/Young Person is or is likely to be at risk of harm could result in criminal proceedings. This Annexure provides examples of the main actions that must be followed, however knowledge of the relevant state/territory reporting obligations is critical.

You **must** ACT.

As a person involved in Gymnastics you play a crucial role in protecting Children/Young People. You **must** follow the four actions set out below when responding to any Child Abuse allegations.

Action 1 - Responding

IF A CHILD/ YOUNG PERSON IS AT RISK OF IMMEDIATE HARM, YOU MUST ENSURE THEIR SAFETY BY:

- Calling 000 for medical and/or police assistance to respond to urgent health or safety concerns;
- Administering first aid, if required;
- Separating at-risk Child/Young Person and others involved;
- Identifying an appropriate contact person for any on-going liaison with the Police.

IF THERE IS NO IMMEDIATE HARM, GO TO ACTION 2 BELOW.

Action 2 – Reporting

1. If you suspect, on reasonable grounds that a child/young person was, is, or is at risk of being abused and/or neglected, you must report it to the police and/or the relevant state/territory child protection agency, a list of which can be found [here](#).
2. If the alleged child abuse is occurring in a Relevant Organisation, it may also be documented on the report form found at [Make an Integrity Complaint or Report | Sport Integrity Australia](#).

Alternatively, Gymnastics Australia's Integrity team can be contacted via;

Email: integrity@gymnastics.org.au

Phone: (03) 8698 9700

[Raise a Concern Online](#)

Action 3 – Contact

You must contact the police and/or the relevant child protection agency to determine the information that may be shared with parents/carers, and who should lead this contact (i.e., police, child protection department or relevant organisation representative). This could include advice:

- not to contact the parents or carers in circumstances where they are alleged to have engaged in the abuse.
- to contact the parents/carers and provide agreed information as soon as possible.

Action 4 – Support

- Support should be provided to any Child/Young Person that has experienced abuse.
- It is important that the person providing support to the Child/Young Person does not attempt to provide support which is outside of the scope of their role.
- Support should include maintaining a calm open manner when listening to any allegations and disclosures, while avoiding seeking detailed information or asking leading questions.
- Information regarding allegations of Abuse need to be well documented and shared with Gymnastics Australia's Integrity team as outlined above in Action 2 - Reporting.
- Further support for the Child/Young Person, relevant Adults and others involved may be required, including a referral to wellbeing or healthcare professionals and or the development of a safety plan.