

Complaints and Feedback Policy

Objective

The objective of this policy is to provide an avenue for member (customer) feedback and outline the process for managing feedback received from members of Pearl Coast Gymnastics Club.

Scope

This policy applies to all members of Pearl Coast Gymnastics Club, including gymnasts, parents / care givers, staff members and officials, who have a right to be heard and provide feedback on the service they are receiving. PCGC is committed to providing a fair and accessible framework for resolving member complaints and monitoring feedback, in order to continually improve services that are provided by our club.

Policy

PCGC values feedback from members and is committed to handling and resolving client complaints in a confidential, fair and timely manner. This policy outlines the process for the receipt, management and determination of all feedback received from club members.

A **complaint** is:

- Any expression of dissatisfaction or concern made to an organisation by, or on behalf of, an individual client, group or member of the public, that relates to the organisation's products or services, or the performance, behaviour and conduct of staff, or the complaints handling process itself.
- A complaint may be made in person, by phone, email or in writing.

Where a customer raises a complaint, they have the right to have that complaint:

- received and addressed in strict confidence;
- addressed in a spirit of helpful cooperation and sensitivity; and
- resolved promptly.

To assist in achieving this, complaints will be kept separate from other records held by PCGC and information that would identify complainants will not be released to anyone not involved in the customer complaint procedure without authorisation from the Management Committee.

Procedure

Any person associated with PCGC activities (members, relatives, customers, sponsors, government officials and affiliated bodies) are encouraged to provide feedback with regard to the operations and activities undertaken by PCGC. PCGC encourages people to communicate

feedback or complaints so that we can identify issues quickly and improve our services to the community of Broome.

Feedback or complaints can be made via the following avenues:

- In person, to any committee member, coach or staff member currently serving or employed by PCGC;
- By emailing the PCGC Management Committee President at President@pearlcoastgymnastics.com.au ;
- In writing addressed to:
President
Pearl Coast Gymnastics Club
PO Box 6163
Broome WA 6725

All staff, including any committee member, coach or staff member currently serving or employed by PCGC:

- are responsible for receiving customer feedback;
- are to give priority to assist in the resolution of customer complaints. They will resolve minor verbal complaints where appropriate or refer more serious verbal or written complaints directly to the Head Coach or Management Committee; and
- shall record the details of minor verbal complaints received and resolved and notify the Head Coach or Management Committee.

The Management Committee will review and investigate all complaints received with a view to implementing proactive solutions as required. The President of PCGC is responsible for following up all feedback and complaints and communicating outcomes to the complainant in a timely manner.

PCGC encourages members to provide positive feedback where warranted too, so that we are aware of and can celebrate what is working well and making a difference to you and your family.

Review

This policy will be reviewed by the PCGC committee no later than 3 years after endorsement.

Approved

PCGC Committee

November 2016