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Grievance and Complaints Policy

Statement of Commitment

EKGA is committed to working with families in a collaborative manner in order to provide high quality programs that meet the needs of children, families and the community. A grievance policy ensures that any issues can be dealt with promptly and to the satisfaction of all concerned.

Definitions / Policy Coverage

Participants includes all adults and children that participate in programs at EKGA.

Staff members includes all qualified and non-qualified staff employed to care for or educate children attending the programs.

Administrators include the Director, Office administration staff and Department Leaders.

Policy Application

All participants and their Parents, Staff members, Volunteers and Administrators.

Grievance and complaint procedures for families

Families with concerns or complaints are encouraged to discuss these with the relevant Department Leader in the first instance. Complaints that are not resolved to the family's satisfaction will be referred to the Director of EKGA.

An online feedback form is available on the EKGA website. These concerns can also be forwarded in writing to:

Director -EKGA
194 Roberts Rd
Airport West Vic 3042

Grievance and complaint procedures for children

Children who have any concerns, complaints or problems are encouraged to discuss these with their Coach. If the child feels the Coach has not handled the complaint to their satisfaction, and is still unhappy with the situation the child and a parent/guardian should arrange to meet with the Department Leader to discuss the problem.

Grievance and complaint procedures for staff

Staff must always demonstrate a manner of professionalism when communicating with participants, parents and other staff members. Complaints are to be directed to the Department Leader, and if not resolved to the staff members satisfaction to the Director of EKGA.