

Raising a concern

Waverley Gymnastics Centre is a professional club always looking to improve its services. All suggestions are looked at closely and considered with high value. If any problems arise there is a straight forward question/complaints procedure below for all parents to follow.

How to raise a concern

Make your views heard:

1A For a specific concern, talk directly to the person/coach/parent involved at a mutually convenient time to discuss the matter (if resolved, no further action is required).

OR

1B For a general suggestion or comment or complaint, fill in a suggestion slip (located in foyer) and suggest how our services can be improved (return to the 'black box' outside the office). If you would like a response place your name and contact details on the slip.

2 If the outcome of above is not satisfactory then notify the person/coach/parent involved and then speak to the relevant Coordinator or if applicable write to the WGC Director and inform them why you are not satisfied tanya@wagc.com.au (attention Tanya Johansen). A verbal or written response will be given within 7 days of the letter being received.

Official complaint:

3 If there is still no resolution, an official complaint can be made to the WGC committee. It can either be emailed to admin@wagc.com.au (attention WGC President) or posted to P.O. Box 971 Mount Waverley, Victoria, 3149 (attention WGC President). Once the complaint is received it will be investigated and an initial response will be given within seven days. If it is a more serious or complicated issue then a further more detailed response will be given within 4 weeks (as the WGC committee meets once a month).

4 When we have fully investigated and responded to your complaint, and if you are still not satisfied with the outcome, you can contact the local Government Ombudsmen and they can review your complaint.

City of Monash

Civic Centre

293 Springvale Rd, Glen Waverley

(Ph) 9518 3555

(F) 9518 3444

Email: mail@monash.vic.gov.au

Who to contact about:

Coach issues – If you have an issue with one of the coaches in the gym please arrange an appropriate time to speak directly to that coach and try and resolve the issue first. If the discussion with the coach is unsatisfactory please notify the coach that you are not satisfied and make a time to speak to the appropriate Coordinator. Refer to the Questions and Concerns Procedure complaints section for further information on who the Coordinators are. (Pg 1).

Issues with other parents – First speak directly to the parent involved and try to resolve the issue. If the outcome is not satisfactory then write a letter or email the committee on admin@wagc.com.au (att: WGC Committee), or speak to a committee member directly asking for a suitable time to have a committee member mediate a discussion.

Your child is having issues with another gymnast – Firstly speak to your child and see if the problem can be resolved. If this outcome is not satisfactory then speak to the other child's parent to see if you can resolve this between you. If this still doesn't work speak to your child's coach - who will organize a committee member to help mediate a discussion / resolution.

Physio/Massage issues/questions – Please speak directly with the Physio/Massage Therapist to resolve your issue before, after or during your appointment or speak to your coach. Alternatively leave a message at the gym and we will pass on the message for the Physio/Massage Therapist to contact you back. If they are unable to assist notify the Physio/Massage Therapist and your coach that you are not satisfied, then write a letter to the WGC Director (Tanya Johansen) stating your concerns. Refer to the complaints section for further information on this (Pg 1).

Leotard/tracksuit/uniform issues – Please contact uniform@wagc.com.au with all problems relating to uniform including damage, wrong size, etc. There is also a photo board of all club uniforms that may answer any of your questions up outside the uniform shop.

Lockers – Lockers are offered to gymnasts who train several days a week. WGC only has a certain number of lockers and they are offered to gymnasts training the most hours first and the age of the girls is also considered. You can purchase a lock from the office (the office has a master key) only if you have been offered a locker. For any questions or concerns about lockers please see the office or email on admin@wagc.com.au.

Competitions – First you should speak to your child's coach. If they cannot answer your question then Arlene Hunsdale (arlene@wagc.com.au) for gymnasts in ALP Unlimited & Limited, Jessica Haintz (jessicah@wagc.com.au) for Junior ILP and Jessica Mason (jessica@wagc.com.au) for International Stream will be able to help you.

Gymnastic trips / camps – First you should speak to your child's coach. If they cannot answer your question then the Assistant International Stream Program Manager, Jessica Mason, will be able to help you. It is best to email on jessica@wagc.com.au or telephone at the gym during office hours (9887 9611).

Gymnast equipment – GRIPS, WRIST GUARDS, GYM SHOES – at some stage during your child's gymnastics they may require these products. Your first port of call is your child's coach as they may require a specific brand or style, and can tell you what your child needs. Once you have checked with your child's coach you can buy these things from:

AMCO Gymnastics
2/2 Garden Rd. Clayton
Australia 3168
Phone: (03) 9561 6110
Fax: (03) 9561 5734

If you have any problems with products bought please speak directly to Pascal from Amco Gymnastics.

Gym rules – Must be adhered to. They are posted up on the back wall of the gym and on the door in the foyer. Alternately you can find them in the 'All you need to know about starting recreational gymnastics at Waverley' and in the squad parent manual. Please ensure you help your child to follow these very carefully. If you have an issue with any of these rules please contact the WGC committee on admin@wagc.com.au.

Code of conduct – There are codes of conduct for gymnasts, coaches, administrators, parents, spectators, judges and chaperones. Please make sure you have read the ones relevant to you. Waverley considers a breach in the code of conduct **very** seriously. The gymnast and parent codes are in the 'parent's of competitive gymnasts manual'. They are also up in the foyer and on our website www.waverley.gymnastics.org.au. Please see your child's coach if you have a problem.

Fees/Payments – If you have any queries regarding fees or accounts, please refer to the fee policy written in the 'parent's of competitive gymnasts manual' or check on our website www.waverley.gymnastics.org.au or on the notice board in the foyer. If you need further assistance please contact our Accounts Manager, Joan Connor on 9887 9611 or at accounts@wagc.com.au.

WGC staff ensure the following guidelines are strictly adhered to:

Participant relationships: Members of WGC are responsible for contributing to an environment which makes participation in the sport a positive and rewarding experience.

Alcohol and drug abuse: Members must ensure that the sport is conducted in an environment free of drug or alcohol abuse.

Responsibility: To the sport of gymnastics and the rules and regulations which govern it.

Communication: Have a duty to communicate honestly and openly with the organization and its members.

Criminal conduct: To comply with all applicable criminal codes.

Sexual misconduct: To protect the interests of the gymnasts and the integrity of the sport by adhering to our detailed child protection policy.

Professional and athletic development: To strive to increase their level of proficiency and skill by participating in continuing education and safety programs.

Conflict of interest: Are responsible for avoiding both actual and perceived conflicts of interest in the conduct of business on behalf of the organization.

* Compliance with this code depends primarily upon understanding and voluntary compliance, secondarily upon reinforcement by peers, and, when necessary, upon enforcement through disciplinary action.

Please refer to the clubs codes of conduct for more detailed information.