



# **AIRBORNE GYMNASTICS**

## **Complaint handling & Grievance procedure**

POLICY NAME:	Airborne Gymnastics Complaint Handling Procedure
ISSUE DATE:	August 2020
REVIEW DATE:	August 2021
CONTROLLING BODY:	Airborne Gymnastics – Directors

### **PROCEDURAL STEPS.**

#### **1.1 Administrative and payment related matters**

All matters should be discussed with administration in writing via email.

#### **1.2 General/Coaching related matters**

In the first instance such matters should be brought to the attention of the coaching director. If the matter is not unresolved then contact the member protection officer via email or phone.

#### **1.3 Child safety related matters**

In the instance of a child safety related matter please bring your concerns to the child safety officer. If the matter needs to be taken further contact the Gymnastics NSW child safe helpline. If you believe a child in any way, has been harmed or in immediate danger please contact the police.

Administration- Lyndal Seymour (0439429733) [airbornegymnasticswagga@gmail.com](mailto:airbornegymnasticswagga@gmail.com)

Coaching director- Christina Judd (0409172757) [cas-gym\\_45@hotmail.com](mailto:cas-gym_45@hotmail.com)

Member protection officer- Carlie Hill (0281164141) [riverina@gymnsw.org.au](mailto:riverina@gymnsw.org.au)

NSW gymnastics, child safe helpline- Kim Cremer (0281164138) [compliance@gymnsw.org.au](mailto:compliance@gymnsw.org.au)

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