

Updated	January 2024
Procedure	VICSWIM Complaints and Grievance Procedure
Responsibility	VICSWIM Staff and Participants
Affected Parties:	VICSWIM Staff and Participants

PURPOSE:

The purpose of this Procedure is to provide a fair and transparent process for handling complaints and grievances related to the VicSwim program.

SCOPE:

In scope of this Procedure includes:

- VicSwim administration
- VicSwim teachers
- Participants, parents and guardians

Out of scope of this Procedure include:

- ARV operations.

INTEDED USERS:

Intended users of this Procedure are:

- VicSwim administration
- VicSwim teachers and volunteers
- Participants, parents and guardians

1. Complaints and Grievance Procedure Expectations

1.1 Principles

Intended users of this Procedure are expected to ensure that all complaints and grievances are:

- Taken seriously
- Fair and free of victimization
- Handled in a professional and confidential manner

1.2 Responsibilities

The responsibilities and accountabilities are as follows:

ARV Board (the Board):

- Reviewing and responding to any complaints referred to the Board within twelve (12) days.

The **Chief Executive Officer** is responsible for:

- Receiving, investigating and responding to complaints escalated to ARV in a timely manner.

The **VicSwim Program Manager** is responsible for:

- Ensuring all complaints and grievances are responded to in accordance with this Procedure.
- Escalating any serious complaints or grievances to the ARV CEO.
- Maintaining all documentation required in a confidential manner.
- Ensuring all VicSwim staff are trained and aware of the Complaints and Grievance Procedure.

VicSwim Staff and Volunteers are responsible for:

- Following the Complaints and Grievance Procedure.
- Referring any complaints to the VicSwim Program Manager as required.

2. Complaints and Grievance Procedure Detail

2.1 Commitment Statement

VicSwim is committed to providing a positive and safe environment for all participants and their families of the VicSwim program. We recognize that concerns or grievances may arise from time to time.

2.2 Confidentially

ARV and VicSwim will ensure that confidentiality is upheld at all times and identities are not disclosed if requested, unless required by Law. Not disclosing identity may compromise the opportunity to resolve issues.

2.3 Complaint Reporting Process

- **Informal Resolution**

For any minor complaints, try and sort them out with the person or people involved first if possible. Such matters can be resolved privately or with a mediator if required, with no need for a formal process. All serious matters MUST be reported to VicSwim administration.

- **Minor Complaints**

Any minor complaints directed to a VicSwim /ARV employee should be dealt with at the time. The matter should be referred/discussed with the appropriate person to attempt to reach a resolution. If a resolution can be not reached, then the formal complaints procedure should be followed.

Such matters may be discussed with VicSwim administration and done so via:

Phone: 9271 3800 Email: info@vicswim.com.au

- **Anonymous Complaints**

Anonymous complaints will be accepted and assessed for validity where possible, however, are more likely to be left unresolved. The formal Complaints and Grievance Procedure will not be used unless the complaint is in formal writing and the complainant identified.

- **Formal Process**

A formal complaint can be lodged with VicSwim administration and must be in writing and emailed to info@vicswim.com.au. An initial response will be given within five (5) business days.

- **Serious Complaints**

The following complaints are considered serious and must be reported to VicSwim administration:

- Matters relating to Child Safety
- Serious misconduct
- Repetitive breaches of the Code of Conduct
- Unresolved issues that have exhausted after all efforts to be resolved

- Any issues that may impact the reputation of the VicSwim program and/or ARV

- **Items to be Included in Formal Complaint**

Formal complaints and grievances should include the following:

- Name, email address and mobile number
- Details of the complaint/grievance
- Relevant dates, timeframes and names of individuals involved
- Any supporting documentation or evidence

- **Response to Formal Complaints/Grievances**

Upon receiving a formal complaint/grievance, VicSwim administration will ensure that:

- A response confirming receipt of such matter within five (5) business days.
- A detailed outline of the expected process and timeframe moving forward in relation to the matter outlined being resolved.
- The correct and outlined process in the Complaints and Grievance Procedure is adhered to.

- **Escalation**

For most complaints/grievances, VicSwim administration and/or Program Manager will deal with such matters.

In certain circumstances, complaints or grievances may be immediately escalated to the ARV CEO and/or Board. Such situations include but are not limited to:

- Matters relating to Child Safety
- Matters involving serious injury or death
- Serious misconduct
- Matters relating directly to the VicSwim Program Manger

- Matters that directly impact the reputation of VicSwim and/or ARV
- Legal or financial matters

2.4 Complaint Resolution Process

The following will occur for a formal complaint or grievance:

1. Complaint or grievance emailed to info@vicswim.com.au containing all details listed above in 'Items to be Included in Formal Complaint'.
 2. Written acknowledgement of receipt from VicSwim administration within five (5) business days, with an outline of the expected process and timeframe moving forward in relation to the matter outlined being resolved.
 3. VicSwim Administration gather all evidence from relevant parties and review the complaint.
 4. VicSwim Administration provides a written response to the complainant once all facts have been established, outlining the findings.
 5. Complaint and outcome documented internally for any future reference and forwarded to ARV CEO.
- **Mediation**
In certain circumstances, mediation meetings may occur as a result to resolve the matter. Such meetings may occur in person, via telephone or online video conference platform.
 - **Documentation**
All documentation related to formal complaints or grievances will be retained in a safe and confidential manner.
 - **External Referral**
All formal complaints or grievances will not be disclosed to external parties unless they relate to:
 - Child Safety
 - Anit-Discrimination
 - Criminal Offences

- Any other relevant legislation

2.5 Appeals

All findings formally communicated back to the complainant at the completion of the review are considered final. If the complainant does not agree with the outcome, they must respond in writing to the ARV CEO within 5 (5) business days.

If no response is received after such time, the matter will be considered resolved.

3. Relevant Documents

- Child Safety Code of Conduct
- VicSwim Terms and Conditions
- Child Safety Policy

4. Definitions

4.1 Minor Complaints

In relation to this Procedure, ARV consider Minor Complaints as matters that do not meet the criteria of a serious complaint, and an outcome can be reached without further investigation.

4.2 Serious Complaints

In relation to this Procedure, ARV consider Serious Complaints as any matter relating to the following:

- Matters relating to Child Safety
- Serious misconduct
- Repetitive breaches of the Code of Conduct
- Unresolved issues that have exhausted after all efforts to be resolved
- Any issues that may impact the reputation of the VicSwim program and/or ARV