

Our Members are our lifeblood. We want to hear from you, and we care about what you have to say. The purpose of this document is to set out the various ways our Members can engage with Capital Gymnastics Club outside of day to day interactions with our coaches and office staff.

Our commitment to our members is to listen, take the time to understand your questions, suggestions, feedback or concerns, and to respond in an appropriate way.

If you have **feedback** or **suggestions** for our Club:

- Email the office office@capitalgymnsports.org.nz
- Email the Committee committee@capitalgymnsports.org.nz
- Drop a note into our feedback and suggestions box located []

If you have **questions** about gymnastics, or the practical side of being a gym parent:

- Ask your child's coach
- Ask a parent representative, we have parents from all Codes who are willing to share their knowledge and experience
- Email the office (or try giving us a call) office@capitalgymnsports.org.nz and we will find the right person for you to

If you have **concerns** or **issues** you would like to raise of a general nature:

- Talk to the Centre Manager manager@capitalgymnsports.org.nz
- Talk to the Head WAG or MAG coach wag@capitalgymnsports.org.nz or mag@capitalgymnsports.org.nz
- Talk to any member of the Committee committee@capitalgymnsports.org.nz
- For all of the above avenues – if you would prefer to talk in person please email us your name and phone number and we will call you

If you have a **complaint** that may be able to be resolved informally:

- We encourage you to discuss your complaint with the coach or staff member most directly concerned in the first instance if you feel comfortable to do so. Arrange a time to talk to them outside of class time – the office can help you to organise this if needed.
- If you would prefer to raise an informal complaint with another staff member please talk to the Head WAG or MAG coach as appropriate – they are here to help. Please use the above email addresses, and feel free to ask for a phone call.
- If your informal complaint involves a senior staff member you are also welcome to talk to any member of the Committee in the first instance. Ask the office for our contact details.

If you would like to make a **formal complaint** about something of a more serious nature:

- We ask that you please put your complaint in writing addressed to the Club President email: clyde.Rolston@ird.govt.nz
- In order to investigate a formal complaint, we will need to have enough detail from you to be able to do so in a way that is fair and reasonable for all involved.
- This means that we will need to have names, dates and details of what occurred, of the person or group you have complained about and of any witnesses. We may need to ask you for further details before we can take your complaint forward.
- In all cases, we will listen well, care, and act appropriately. We will keep you informed about our investigation process (including anticipated timing, and steps we are taking).
- While we would value the opportunity to try to resolve your complaint ourselves, it is always open for you to take your complaint to the Sport NZ's Independent Complaint Mechanism (you can phone 0800 776 788 for a confidential call).

PLEASE NOTE: This policy is a work in progress – we are keen to make use of any learnings in this area that come out of the *Independent Review into the Sport of Gymnastics in New Zealand* that is taking place in 2020. In the meantime, we encourage you to use the avenues above – whatever you want to talk to us about, we want to hear from you.