



Complaints Policy and Procedure

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Policy Statement

The aim of this policy is to ensure that all client and participant complaints, either written or verbal, are handled in a consistent manner. Where a client or participant has cause to complain, the complaints handling procedure will be followed in every instance and a record will be made of the complaint nature and details to help improve our services and reduce the occurrence of similar complaints.

PoP! Skate School is committed to delivering a fair, open and clear process for complaints and ensure a satisfactory outcome for all clients and participants who raise a complaint.

The policy relates to all employees (permanent, fixed term, and temporary staff, any third-party representatives or sub-contractors, volunteers and students with PoP! Skate School) and has been created to ensure that employees deal with any complaints in accordance with legal, regulatory, contractual and business expectations and requirements.

Definition Of A Complaint

In this policy a complaint means an expression of dissatisfaction by a customer relating to any service or product provided by us.

How A Complaint Can Be Made

If you are dissatisfied with a service or product provided by us, you should in the first instance consider speaking directly with the staff member/s you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can lodge a complaint with us in one of the following ways:

- By telephoning us on (+61 449 987 309)
- By emailing us (admin@popskateschool.com.au)
- In person by speaking to any of our staff.

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

The Information You Will Need To Give Us

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details
 - The name of the coach you have undertaken coaching with
 - The nature of the complaint
 - Details of any steps you have already taken to resolve the complaint
 - Details of conversations you may have had with us that may be relevant to your complaint
 - Copies of any documentation which supports your complaint
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Recording Complaints

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.

If you lodge a complaint we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure.

Feedback To Customers

PoP! Skate School is committed to resolving your issues at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

We will acknowledge receipt of your complaint within three (7) business days. Once your complaint has been received, we will undertake an initial review of your complaint.

There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances we will explain the purpose of seeking clarification or additional documentation and provide you with feedback on the status of your complaint at that time.

We are committed to resolving your complaint within 15 business days of you lodging your complaint, however, this may not always be possible on every occasion. Where we have been unable to resolve your complaint within 15 business days, we will inform you of the reason for the delay and specify a date when we will be in a position to finalise your complaint.

During the initial review or investigation stage we may need to seek further clarification or documentation from you to assist us in resolving your complaint.

If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet our 15 business day finalisation commitment. In such circumstances upon receipt of your clarification or additional documentation we will indicate to you when we expect to be able to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.

You can enquire about the current status of your complaint at any time by contacting us.

Formal Complaint Process

Acknowledge:

Within 7 business days of receiving your complaint we will acknowledge that we have received your complaint.

Review:

We start with an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you via the provided contact information to clarify details or request additional information where necessary.

Investigate:

Within 15 business days of receiving your complaint we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your complaint.

Respond:

Following our investigation we will notify you of our findings and any actions we may have taken in regards to your complaint.

Action:

Where appropriate we amend our business practices or policies.

Record:

We will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

Complaints Under Investigation By A Regulator Or Law Enforcement Agency

If your complaint is currently being investigated by a relevant federal, state or territory consumer protection regulator or law enforcement agency we may cease to take further action in relation to your complaint pending finalisation of their investigation. We will assist any agency with their investigations.

Disciplinary Sanctions

PoP! Skate School, following receipt of the investigation report from the investigator, may take disciplinary action against anyone found to have breached our policy or made false and malicious allegations. Any disciplinary measure imposed under our policy must:

- be applied consistent with any contractual and employment rules and requirements
- be fair and reasonable
- be based on the evidence and information presented and the seriousness of the breach
- be determined by our constituent documents, by Laws and the rules of the game

Possible sanctions that may be taken include:

- a direction that the individual make verbal and/or written apology
 - counselling of the individual to address behaviour
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- withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by PoP! Skate School
- suspension or termination of membership, participation or engagement in a role or activity
- a fine
- any other form of discipline that PoP! Skate School considers reasonable and appropriate

Appeals

The complainant or respondent may be entitled to lodge an appeal against a decision made in relation to a complaint (including a decision where disciplinary sanctions are imposed by us) to PoP! Skate School. Appeals must be based on any of the following rights of appeal only:

- denial of procedural fairness in the investigation process
- unjust or unreasonable disciplinary measure(s) being imposed
- the decision not being supported by the information/evidence presented and available to the decision maker at the time of making the relevant findings

A person wanting to appeal must lodge a letter setting out the basis for their appeal with the Founder of PoP! Skate School within 14 days of the decision being made. If the letter of appeal is not sent to the Founder within this time, the right of appeal will lapse.

PoP! Skate School will review, and investigate (if appropriate and necessary) the allegations contained in the Appeal and decide whether there are sufficient grounds for the appeal to proceed.

If the appellant has not shown sufficient grounds for an appeal, then the appeal will be rejected. The appellant will be notified in writing, including the reasons for the decision within a reasonable period of time. If the appellant is not satisfied with its decision, it may approach any relevant external agency, such as an anti-discrimination or equal opportunity commission, to resolve the matter.

If the appeal is accepted, PoP! Skate School may:

- Commence re-investigation

Your Rights Under Consumer Law

You reserve the right to refer your complaint to your relevant federal, state or territory consumer protection agency at any time.
