

# Complaints & Feedback Policy

## Reach Gymnastics

At Reach Gymnastics, we value feedback and see it as an important part of improving what we do.

We are committed to listening, responding and working with families to resolve concerns in a fair and respectful way.

## Our Approach

We aim to:

- Take all concerns seriously
- Respond in a timely and respectful manner
- Work towards practical, positive outcomes
- Maintain a safe and supportive environment for all

## Raising a Concern

If you have a concern, we encourage you to raise it as early as possible.

In the first instance:

- Speak with your child's coach or your centre manager
- Many concerns can be resolved quickly through a simple conversation

We find that early communication leads to the best outcomes for everyone.

## Formal Complaints

If your concern is not resolved, you may request a formal review.

This can be done by contacting our admin team in writing and including:

- Your name and contact details
- Your child's name and class
- A clear description of the concern
- Any relevant dates or details

## Our Response

Once a formal complaint is received, we will:

- Acknowledge your complaint
- Review the information provided
- Speak with relevant staff where required
- Provide a response or outcome

We aim to respond to all complaints within **5 business days**.

Some matters may take longer to fully resolve, however we will keep you informed throughout the process.

## **Expectations**

We ask that all concerns are raised in a respectful and constructive manner.

We do not accept:

- Aggressive, abusive or threatening behaviour
- Public complaints made via social media without prior direct contact

We are committed to working together to find solutions, and respectful communication supports this process.

## **Child Safety**

Any concerns relating to child safety will be prioritised and managed in line with our Child Safe policies.

## **Continuous Improvement**

Feedback helps us grow.

Where appropriate, we use complaints and suggestions to:

- Improve our programs and processes
- Support staff development
- Strengthen our communication with families

## **Working Together**

Our goal is always to provide a positive experience for every child and family.

By working together, we can resolve concerns and continue building a supportive, community-focused environment.