

<b>Policy Number:</b>	<b>1.4.2</b>	<b>Reported Complaints, Concerns and Incidents</b>
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**Relevant Statutory / Regulatory Linkages:**

- Affiliation Agreements
- Relevant Legislation
- Employment Standards Act

**Policy Statement (Intent and Scope)**

Bluewater Gymnastics Club encourages input and comments from all its stakeholders and partners whether positive or negative.

1. Any complaint or concern provided / submitted to the organization is to be taken seriously and responded to within the context of the matter raised within reason and timelines.
2. Closure is to be brought to each complaint, recognizing that not every complaint can be resolved to the complainant's satisfaction, but they are to be informed and respected.
3. Any complaint or concern registered with anyone in the organization that deals with a Board Policy, the organization's written Standards of Practice or Procedures, Health and Safety, fairness or equity, quality and scope of services, programs or any area that could create a financial or other liability for the organization, is to be reported to and processed by the Executive Director or designate.  
  
To contact the Executive Director email [info@bluewatergymnastics.com](mailto:info@bluewatergymnastics.com) or call the office.
4. Any complaint or concern that comes to the Executive Director or designate that involves regulatory or legislative concerns is to be documented in writing and reported to a regulatory authority as required and within the timeline designated.
5. The Executive Director is to have undertake an annual review of complaints and concerns to assess and patterns, the effectiveness of responses, and to undertake any actions necessary to ensure enhanced communications, improved problem identification, reduced liability issues and other related management concerns.
6. Major incident / compliance complaints or concerns are to be reported to the Chair within forty-eight (48) hours by the Executive Director or designate to all required legislative reporting authorities.
7. Any Board member or volunteer receiving any complaint about Bluewater Gymnastics Club is to report it to the Executive Director as soon as possible. The Executive Director will deal with such a complaint as per this Policy as per legislative / regulatory requirements.

**Procedures**

1. Any complaint or incident must be reported to a Bluewater Gymnastics Club (BGC) Supervisor. They will then pass a complaint report to the Executive Director (ED), who will then take appropriate action. Follow **HR 19.0 Investigation Policy**.
2. An employee seeking to appeal a decision they deem unfair or inconsistent with BGC policy and safe sport, may follow HR 18.0 Recourse Policy.
3. **Duty to Report:** To report incidents of child abuse and neglect allegations against a **parent** or

**guardian**, report to Children's Aid Society (CAS) and follow the procedures in the **GV 1.01 Child Protection Policy**.

4. **Duty to Report:** To report incidents of child abuse and neglect allegations against an **employee** or **volunteer**, report to CAS and report follow the procedures in the **Child Protection Policy**.
  - a. Inform the CEO of Gymnastics Ontario of the incident involving a coach under investigation, where appropriate via email (Gymnastics Ontario-Safe Sport-Reporting a Complaint). For more information on prohibited behaviors and disciplinary actions see **The Universal Code of Conduct to Prevent and Address Maltreatment in Sport**.
  - b. In consultation with CAS, the Executive Director, Board President, and an HR Consultant a thorough investigation into the allegation will be conducted.

#### **Monitoring Report Requirements (Frequency, Content, etc.)**

The Executive Director is to provide an annual report of key reported complaints and concerns, trends and actions taken.

#### **Glossary of Key Policy Terms (Can be Part of Policy Statement Component)**

**Complaint/Concern** Involves any complaint or concern that is expressed regarding any Board Policy, Health and Safety Board Policy, Standards of Practice and Procedures, programs and services delivery or related operational or administrative area. It does not include serious incidents or compliance issues, which are addressed under separate policies. Health and Safety issues, depending on the nature of the complaint or concern, may be addressed under the Board's Health and Safety Policy. Child Protection issues may be addressed under the Child Protection Policy and Universal Code of Conduct to Address Maltreatment in Sport (UCCMS)

**Major Incident / Complaint** Involves an incident or event that is required to be reported to a regulatory body and / or could result in media enquiries of the Chair and / or Bluewater Gymnastics Club or could result in a negative impact or liability for Bluewater Gymnastics Club.