



## **Complaints and Reporting Procedures**

### **Scope**

This policy applies to all adult individuals (over 18) involved in our organisation (paid and volunteer) including, but not limited to:

- administrators;
- fitness trainers;
- volunteers;
- contractors and subcontractors;  
*Note: In this Policy, the term “employee” is used to cover all persons occupying any position listed above.*
- members
- parents, guardians and carers of members.

A child includes children and young people up to the age of 18 (unless otherwise specified).

### **Adult (over 18) Member and Visitor Complaints**

Member and visitor complaints against Train Fitness Professionals or an exercise professional contracted by Train Fitness Professionals can be made by following the policy below.

As a business that is registered with Fitness Australia, we are committed to upholding the reputation of the fitness industry by adhering to the responsibilities set out in the Exercise Professional Code of Ethics and the Fitness Industry Codes of Practice;

In Victoria the Business Principles and Guidance for fitness businesses apply.

To make a complaint against Train Fitness Professionals and/or its contractors contact Train Fitness Professionals by;

- phone;
- email;
- in person

to advise of your complaint. You can find a template for written complaints [here](#).

In order for Fitness Australia or the Consumer Complaints Authorities to investigate a complaint relating to a business, you must first have put your complaint in writing to the manager of the business (Lisa-Marie Brayshaw) and requested a reply in writing from the manager within 10 working days.



To ensure that industry standards are upheld, Fitness Australia employs a process that enables complaints be heard and evaluated in an impartial and timely manner and, where appropriate, disciplinary action to be taken. These processes are guided by fairness, confidentiality, and the right to appeal.

### **Submitting a complaint to Fitness Australia:**

If you have already taken the above steps and wish to proceed with submitting a complaint to Fitness Australia, please download the Complaints Form below and follow the instructions.

*Download - Complaints Form to submit a complaint against a registered Professional or Business*

If you have further questions, please contact the Fitness Australia Industry Service Team on 1300 211 311, 8am - 6pm, Monday to Friday.

Consumer Complaints Authorities

Consumer Affairs Victoria

## **Child Safe Complaints**

### **Who can make a complaint?**

Any person including employees, parents, carers, legal guardians and children should promptly raise their concerns or lodge a complaint about:

- conduct not in keeping with Train Fitness Professionals Child Safe Policy
- suspicion of child abuse or neglect.

If employees suspect or witness an incident of unacceptable behaviour towards a child, they must first ensure that the child is safe from any immediate or further risks. In addition, they are obliged to report the incident to the appropriate contact as a matter of urgency.

Any person that believes a child is at immediate risk of abuse should call 000.

Train Fitness Professionals will provide children and parents with clear information on who to contact (and how) if they have any concerns or complaints.

### **What type of concerns should be raised?**

Any of the following should be reported to the appropriate contact promptly:

- alleged, suspected or observed incidents of abuse or neglect (as a matter of urgency)
- conduct not in keeping with Train Fitness Professional's child safe policies and procedures
- perceived risks in Train Fitness Professional's environment.



Abuse and neglect includes:

- Physical abuse: purposefully injuring or threatening to injure a child
- Emotional abuse: an attack on a child's self-esteem e.g. through bullying, threatening, ridiculing, intimidating or isolating the child
- Sexual abuse: any sexual act or sexual threat imposed upon a child
- Neglect: harming a child by failing to provide basic physical or emotional necessities.

Employees will be provided with information on how to recognise signs of potential abuse

### **Who should complaints be made to?**

Complaints or concerns should be lodged with a Child Safe Officer (Lisa-Marie Brayshaw or Megan Jessop) using any method (verbally, email, call) that the employee, parent (including carers or legal guardians) or child feels comfortable with. If an act of criminal activity has been alleged, such as physical or sexual abuse, the police will be informed urgently and the child will be kept safe from any immediate risks.

**Dated:** 16 September 2017

**Endorsed by:** Lisa Marie Brayshaw, Owner, Train Fitness Professionals

**Next Review:** 16 September 2018