

Version	Date	Author	Change Description
1.0	July 2019	K. Kendall & S. Hunter	Policy Created

## Policy Objective

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This sets out the requirements for Service Management policies and practices in relation to dealing with grievances.

## Rationale

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Our facility strives to constantly improve the delivery of the service provided. As such, any and all feedbacks, comments, compliments, complaints or grievances are taken seriously and will be addressed in a professional manner. Furthermore, these will help in enhancing and reviewing procedures and practices within the facility and aid in our continuous improvement.

## Strategies & Practices

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Our facility will have both of the following forms available to all clients:

- Compliments, Suggestions and Complaints Form
- Grievance Form (used when two or more parties are involved)

All forms of communication with Clients and Team Members are to be done in a professional and honest manner. Clients and Team Members are encouraged to speak to Management about any concern.

Where two or more parties are involved in an issue, a Grievance Form is to be completed and will be reviewed by Management. Information relevant to the grievance will be collected, e.g. Attendance records, Incident & Injury reports, policies, etc. Documentation of the procedure will begin.

As early as possible, involved parties, such as the relevant Team Members, Management and the persons who filed the grievance, will meet to try and find a solution.

Management will ensure that all documents concerning the complaint are documented appropriately and maintained confidentially.

Further investigation will be conducted by Management and follow up will be conducted as needed.

## Relevant Important Documents

- *Grievance Form*

## Resources & References

- ***Business Principles and Guidance for Fitness Business. Principle 5: Treat their customers fairly***
- ***Business Principles and Guidance for Fitness Business. Principle 10: Aim to establish a quality improvement culture***
- ***Fitness Australia: Scope of Practice for Registered Exercise Professionals***

## Notes

Information relating to this policy is communicated throughout the facility using a variety of the following:

Emails, Team meetings and memos, Notice boards and posters, pamphlets and information sheets, role modelling and signs displayed around the fitness facility.

<b>Policy Written by:</b> K. Kendall & S. Hunter		<b>Date:</b> July 2019
<b>Final Approval by:</b> Kylee Kendall	<b>Approved Date:</b> July 2019	<b>Next review date:</b> July 2020