

Complaints and Feedback Policy

PURPOSE

WAIS is committed to ensuring all members of our community feel safe and supported as we act in the best interests of staff and athlete health, wellbeing and safety to ensure a Win Well culture. This policy relates to the handling of complaints at WAIS. The purpose of this policy is to ensure that complaints are handled fairly, efficiently and effectively.

SCOPE

This policy applies to complaints and feedback received from people engaged with WAIS, regarding the way we do business, our employees, our facilities, services, and programs. This policy applies to complaints related to current and historical matters.

POLICY

1. We welcome feedback and complaints about our services, our staff or about our handling of a complaint. We use feedback and complaints to improve our services.
2. We are committed to facilitating a person’s right to make a complaint about our services, to appeal a decision made that directly concerns them, and to ensure that their complaint or appeal is fairly assessed and promptly responded to.
3. Our complaints process follows the principles of procedural fairness. Complaints are dealt with in an equitable, objective and unbiased manner.
4. We acknowledge, assess and resolve complaints in an efficient, non-threatening and culturally appropriate manner.
5. As far as practicable, complaints will be dealt with directly and promptly and directed to the appropriate staff member able to resolve the complaint unless the complaint requires further investigation.
6. Our complaints process respects the privacy and confidentiality rights of the people making a complaint and people affected by the issues raised in a complaint.
7. Relevant staff receive regular training to competently receive, manage and resolve complaints.
8. We will notify the relevant authorities if complaints raise issues that require action to be taken by other bodies such as law enforcement or child protection services.
9. For staff complaints and investigation process, please refer to the ***Employee Grievance and Investigation Procedure***.

Seen something? Heard something? Say something.

10. We welcome and encourage any feedback or concerns about any experience with WAIS to help us create and maintain a safe and empowering environment. We will assist in determining the best course of action for any matters raised.

What is a Complaint?

11. A complaint is a statement of dissatisfaction made to or about WAIS about the way we do business, our employees, facilities, services, programs and/or products, where a response is sought, reasonable to expect or legally required.
12. Under the National Integrity Framework (NIF), a complaint is specifically defined as a formal written submission of an allegation relating to Prohibited Conduct under one of the five NIF policies:

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DOCUMENT OWNER	Corporate Services Director	DOCUMENT APPROVER	Chief Executive Officer		
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- Participant Protection Policy
- Safeguarding Children and Young People Policy
- Competition Manipulation and Sport Gambling Policy
- Improper Use of Drugs and Medicine Policy, and
- Complaints, Disputes and Discipline Policy.

This type of complaint cannot be anonymous. Complaints and Reports under the NIF will be managed in accordance with the **WAIS NIF Complaints, Disputes and Discipline Policy**.

13. WAIS does not manage complaints under the NIF relating to child safeguarding, discrimination or anti-doping. These complaints are made to and handled by Sports Integrity Australia. WAIS staff are available to assist a complainant through this process if required.

Who Can Make a Complaint?

14. Any individual or organisation at any time can make a complaint or give us feedback including:
- an athlete
 - a young or vulnerable athlete’s family, guardian or representative
 - a staff member
 - an NSO or SSA or their staff members and athletes

How To Make a Complaint

15. If your complaint is in relation to a matter that occurred after 1 January 2024 and is in relation to child safeguarding, discrimination or anti-doping then it should be made directly to Sport Integrity Australia (SIA) via appropriate channels which can be found on the SIA website:

<https://www.sportintegrity.gov.au/>

16. You can make a complaint or give feedback in a variety of ways including:

a) **In person:**

Either directly with any member of staff (who will direct you to the appropriate complaint manager), the Corporate Services Director, the Integrity and Safeguarding Manager, the Integrity and Safeguarding Advisor, or by visiting our Head Office at:
 WAIS High Performance Sport Centre
 McGillivray Road, Mt Claremont, WA

b) **In writing to:**

Corporate Services Director
 WAIS, PO Box 139, Claremont WA 6910

c) **By phone or email:**

Phone: +61 (0)404 261 889
 Email: integrity@wais.org.au

d) **Online:** complete our online forms via our website and Rely Platform:

<https://wais.relyplatform.com/report>

17. You are also welcome to make a complaint or give feedback anonymously however please note this may limit the scope of the investigation.

Our Commitment to Complainants

18. We will provide information and support to any person who wishes to make a complaint or has made a complaint. This includes ensuring that any complainant and any affected person is advised on how to make a complaint to external regulatory bodies, and that appropriate support and assistance is provided in doing so.

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19. Anyone who has made a complaint will not be discriminated against or suffer any other disadvantage for having made the complaint in good faith.
20. Any member of staff who receives a complaint that is not trained in WAIS' complaint management requirements will escalate the matter to a member of the Senior Leadership Team, the Integrity and Safeguarding Team, or the People and Culture Team.

What Happens After I Make a Complaint?

21. Complaints and appeals are a high priority for us to resolve and remediate.
22. Wherever possible we try and resolve the complaint informally and in a timely manner.
23. If we cannot resolve the complaint informally the complaint will be referred to Integrity and Safeguarding or People and Culture, for investigation. Investigation will follow the appropriate process for the type of complaint.
24. We will keep the people involved in the complaint and any affected people appropriately involved in the complaints process and informed of the progress and options to have any decision reviewed or appealed.
25. If the complaint involves investigations into staff conduct, disciplinary procedures may apply in accordance with the **Performance Management and Employee Discipline Policy**.
26. All information relating to a complaint and its outcome is kept confidential.
27. All complaints will be managed with a person-centred and trauma-informed approach.

Appeals

28. The complainant has the right to pursue a formal appeal process at the end of the complaints process if they are not satisfied with our complaints process and/or outcome.
29. We will offer to assist the complainant in seeking external appeal bodies and agencies that may help in resolving the complaint.

Records Management

30. We keep all information relating to a complaint in the Rely Platform.
31. We maintain accurate records of all complaints received, including information about the complaints that have been resolved or not resolved, action taken to resolve the complaints and the outcome of any action taken.
32. We create, store and dispose of records relating to complaints and feedback in accordance with our **Information Management Policy** and **Privacy Policy**.

Vexatious Complaints

33. A vexatious complaint is one that is made maliciously, without grounds, or with the intent to harass, annoy or cause disruption. Where a complaint is deemed to be vexatious, we reserve the right to:
 - a) limit or restrict communication with the complainant;
 - b) decline to investigate further or respond to the complainant;
 - c) take appropriate action under relevant conduct and disciplinary policies.

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CONTINUOUS IMPROVEMENT

34. Our Senior Leadership Team continually monitors feedback, complaints, appeals and their outcomes to identify areas of service improvement.
35. Information gathered from feedback, complaints and appeals informs our decision-making and planning processes. This includes:
- reviewing complaints and appeals in all planning, monitoring and evaluation activities; and
 - complaints and appeals as a standard item on staff and management meeting agendas.

REVIEW

36. This policy and our complaints management and resolution process will be reviewed annually to identify and resolve systematic issues raised through the complaints and resolution process.
37. If at any time the policy is no longer appropriate in its current form, it will be reviewed immediately.
38. Any necessary revisions will be made in consultation with stakeholders including staff, contractors, athletes and athletes' families.

LEGISLATION AND FRAMEWORKS

National Integrity Framework

RELATED DOCUMENTS

The following documents support the implementation of this policy:

WAIS NIF Complaints, Disputes and Discipline Policy
 Workplace Behaviour Policy
 Performance Management and Employee Discipline Policy
 Information Management Policy
 Privacy Policy
 Employee Grievance and Investigation Procedure
 Complaint Escalation Protocols

DEFINITIONS

Athlete means a person who has a current athlete agreement with WAIS.

Complaint means an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is expected or legally required.

Complaint (NIF) means a formal written submission of an allegation relating to Prohibited Conduct under one of the five NIF policies. These complaints cannot be anonymous.

Contractor means any person or organisation engaged to provide services for, or on behalf of, WAIS. This includes agents, advisors and subcontractors of WAIS and employees, officers, volunteers, and agents of the contractor or subcontractor.

Feedback means information, both positive and negative, given by another person about aspects of a person's, a team's or an organisation's behaviour, actions, or performance.

National Integrity Framework means the framework developed by Sport Integrity Australia consisting of the following five policies:

- Safeguarding Children and Young People Policy;
- Competition Manipulation and Sport Gambling Policy;
- Improper Use of Drugs and Medicine Policy;

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- Complaints, Disputes and Discipline Policy

Person centred approaches are about considering the needs of the individual in the midst of the safety requirement to ensure the behaviour does not continue.

Prohibited Conduct means unacceptable behaviour or actions as defined in the five NIF policies.

Procedural fairness means a fair and proper process used when making a decision. A decision maker who follows a fair procedure will most likely reach a fair and correct decision.

Report (NIF) means a submission of allegations of conduct which may be Prohibited Conduct that does not meet the definition of a Complaint under the NIF. Reports can be anonymous.

Sport Integrity Australia means the Federal Government agency responsible for overseeing integrity in sport, (anti-doping, match fixing, member protection, medicines and injections, child-safeguarding).

Trauma informed approaches are about understanding trauma and how it affects people and acting in a way that avoids causing further harm. It prioritises safety, choice and empowerment and also recognise the impact of trauma on a person’s ability to recall information.

Vulnerable Person means a person who is:

- under the age of 18;
- aged 18 or over but is or may be unable to take care of themselves or is unable to protect themselves against harm or exploitation, by reason of age, illness, trauma or disability, or any other reason; or
- aged 18 or over but has experienced or is experiencing poor mental health outcomes, either as a result of the incident in question, due to their life experiences, or as a result of societal factors, including but not limited to individuals from diverse backgrounds facing disproportionate mental health impacts, such as people with diverse sexualities or gender.

VERSION HISTORY

Version	Submitted By	Date	Approved By	Date	Details
1.0	Corporate Services Director	15/10/2025	CEO	30/10/2025	New Policy.

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