



## Complaint Policy of the Ivanhoe SWIM Teaching and Squad Program

There may be times when Ivanhoe SWIM does not meet your expectations. In these circumstances, we encourage you to let us know. We are committed to learning from your experiences as it will help us to continually improve the program we deliver.

Should you have concerns regarding our programs, we suggest taking this approach if the complaint is related to a lesson, squad, or individual swimmers' progress:

1. Contact Katrina Gevaux for all Ivanhoe Campus complaints and Eddie Ansbro for all Doreen Campus complaints.
2. If the matter is light and to do with our Learn-to-Swim program you may speak to the deck supervisors.

The Ivanhoe Squad program has a structured approach to resolving formal complaints lodged.

### 1. Send Complaint

If you are dissatisfied with the program provided by the Ivanhoe SWIM program, you can lodge a formal complaint with us.

Please include in your complaint the following details:

1. your name, contact details and campus (Ivanhoe or Doreen)
2. the nature of the complaint
3. details of any steps you have already taken to resolve the complaint

4. details of conversations you may have had with the teacher, coach or deck supervisor that may be relevant to your complaint and
5. copies of any documentation which may be relevant.

Please send your complaint to [grievance@ivanhoeswimclub.com.au](mailto:grievance@ivanhoeswimclub.com.au)

Alternatively, you can send it to:

[Katrina.GEVAUX@ivanhoe.com.au](mailto:Katrina.GEVAUX@ivanhoe.com.au)

[Eddie.ANSBRO@ivanhoe.com.au](mailto:Eddie.ANSBRO@ivanhoe.com.au)

If your complaint is with regard to Child Safety, please report it to our Child Safety Officer, **Katrina Gevaux** (Ivanhoe Campus) or **Eddie Ansbro** (Doreen Campus) who will be supported to action in a consistent way with Ivanhoe Grammar School Child Safety Policies and the NIF Child Safeguarding Policy by the Principal of Ivanhoe Grammar School (or delegate).

## 2. Evaluation

The information you provide regarding your complaint will be passed on to the appropriate department of Ivanhoe Grammar School and we are committed to resolving your complaint in a timely manner.

## 3. Response

We will keep in touch with you during the process. If you require support, please email the Director of Aquatics [Katrina.GEVAUX@ivanhoe.com.au](mailto:Katrina.GEVAUX@ivanhoe.com.au) or Aquatics Manager Plenty Campus [Eddie.ANSBRO@ivanhoe.com.au](mailto:Eddie.ANSBRO@ivanhoe.com.au) who will then be able to delegate as required. Once we have finalised your complaint, we will advise you of our findings and any action we have taken.

In some circumstances, this process will require us to share information with external agencies such as the Police, Swimming Australia, Worksafe, and The Office of the Privacy Commissioner.

Last review date: n/a	Approved by: Principal's Executive
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Policy owner: Director of Aquatics	