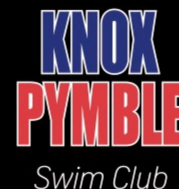


KPSC - Complaints, Compliments and Feedback Policy



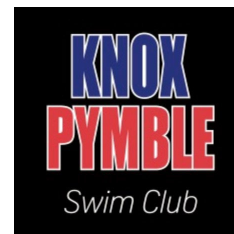
In accordance with the National Office for Child Safety, Knox Pymble Swim Club has processes to respond to complaints and concerns that are child-focused and uphold the rights of children and young people. Complaints affecting children and young people will be properly investigated, taken seriously, and their rights safeguarded throughout the investigation process. These investigations are planned, fair, proportionate and thorough, with findings supported by the available evidence.

If you have a complaint or a concern that is child-focused, please email MPIO's:

kpsclub.vicepresident@gmail.com or kpsclub.president@gmail.com and/or complete the below form

If you are concerned that a child or young person may be at risk of significant harm, please contact the Child Protection Helpline on 132 111

Complaints, Compliments and Feedback



Please complete the form below, if you have any thoughts you would like to share, concerns you may have, or reporting a problem that has occurred. Please note you can remain anonymous if you would like and not complete the Name field.

Feedback Type		
Complaint	Compliment	General Feedback
Date Reported or Discussed		
Your Name		
Best Contact Method for KPSC to respond	Please include your best contact information	
Phone		
Email		
Mail		
In Person		
No Response Required		
Please Provide details of your complaint, compliment, or general feedback		
Was this discussed or reported to anyone? Yes No	If yes? Please provide additional information	
Are there any Outcomes you would like to see happen regarding this?		

- Please attach any additional documentation (copies of emails, forms, written statements etc)
- Email completed form and any additional documentation to the KPSC member protection officer (MPIO) (kpsclub.vicepresident@gmail.com or kpsclub.president@gmail.com)