



KIROI ACADEMY: OPEN FEEDBACK POLICY

Kiroi Academy's Open Feedback Policy (**OFP**) establishes a framework that encourages and allows transparent, respectful and constructive communication within the Kiroi Academy. The OFP is designed to support the needs of athletes, parents, and coaches associated with the Kiroi Academy.

Under the OFP, Kiroi Academy athletes, parents, coaches, and other staff are encouraged to provide feedback on trainings, competitions, conduct, and organisational processes within the Kiroi Academy.

The objective of this policy is to encourage feedback that will help to:

- ensure that feedback is received effectively, to satisfy member expectations and enable Kiroi Academy coaches to continue providing world class rhythmic gymnastics coaching services;
- provide parents of Kiroi Academy athletes with an opportunity to provide feedback;
- provide athletes of Kiroi Academy with a safe and open environment to participate in rhythmic gymnastics;
- provide coaches with fair and constructive feedback to improve their coaching skills during training or competitions;
- provide the Kiroi Academy community with an alternative to providing feedback without needing to make a formal Complaint;
- allow parents and athletes to make Informal Complaints that can be dealt with in a prompt and efficient manner without the need to engage in the Complaints and Reports Process.

Key obligations of this policy:

- feedback should be **fair or constructive** – Kiroi Academy will not respond to abusive feedback
- **acknowledgement** of feedback will be made **within 14 days** of receipt
- **provide feedback** to the Complaints Manager by emailing enquiries@kiroiacademy.com.au

An electronic record of all feedback will be kept on **Kiroi Academy**.

Informal Complaints Process

An Informal Complaint is different to feedback under this policy as the Informal Complaint must relate to an alleged Breach under the Code.

An Informal Complaint can be submitted verbally or in writing to the Kiroi Academy's General Manager at valeriya@kiroiacademy.com.au

The General Manager may refuse to deal with an Informal Complaint if they consider it to be trivial or vexatious.

Upon receipt of the Informal Complaint, the General Manager in their discretion may:

- contact the Complainant or Respondent to ask questions about the Informal Complaint;
- escalate the Informal Complaint to be treated as a Complaint under the CDP's Complaints and Reports Process
- take measures to mitigate any harm that has been suffered by the Complainant or that may be suffered by the Complainant in the future

**Definitions**

Breach – means a contravention of the Code.

OFP – means this policy.

CDP – means the Kiroi Academy’s Complaints and Disciplinary Policy

Code – means the Kiroi Academy Code of Conduct

Complaints and Reports Process – means the Complaints and Reports Process located in Kiroi Academy’s CDP

General Manager – means Kiroi Academy’s General Manager

Informal Complaint – means an informal submission of an allegation:

- made by a Complainant of Kiroi Academy;
- relating to a Breach under the Code; and
- against a Respondent.