



MLC
Swimming

Informal Complaint Resolution

MLC Swimming will endeavour to resolve all complaints fairly, quickly and informally. All complaints, unless related to child safety, should follow the complaints resolution process outlined in this document. This document should be read in conjunction with the [MLC School complaints, grievances and appeals policy](#).

Where a complaint is received that has not followed the complaints resolution process, the complaint may be referred back to the relevant coach or staff member in the first instance. Where a complaint is in regard to the staff member listed in the policy, the complaint may be escalated to the next level in the first instance.

Should a complaint or concern be raised with an MLC Aquatic Committee member, the complaint will be referred back to the relevant MLC staff member as per the policy.

Raising Complaints

If a parent or athlete has a concern that they would like to raise, they should contact the appropriate person as per the process listed below.

Complaints and concerns can be raised by email, in person or via phone. If wishing to raise your concern via phone or in person, please organise a mutually convenient time to speak to the staff member in question to ensure that your concern or complaint can be given full attention.

Complaints received where a parent or athlete has not first contacted the correct person will be forwarded to the most appropriate person to respond.

MLC Swimming recognises that the opportunity to raise concerns and complaints provides an opportunity for the MLC Community to provide feedback, forming the basis for future improvements.

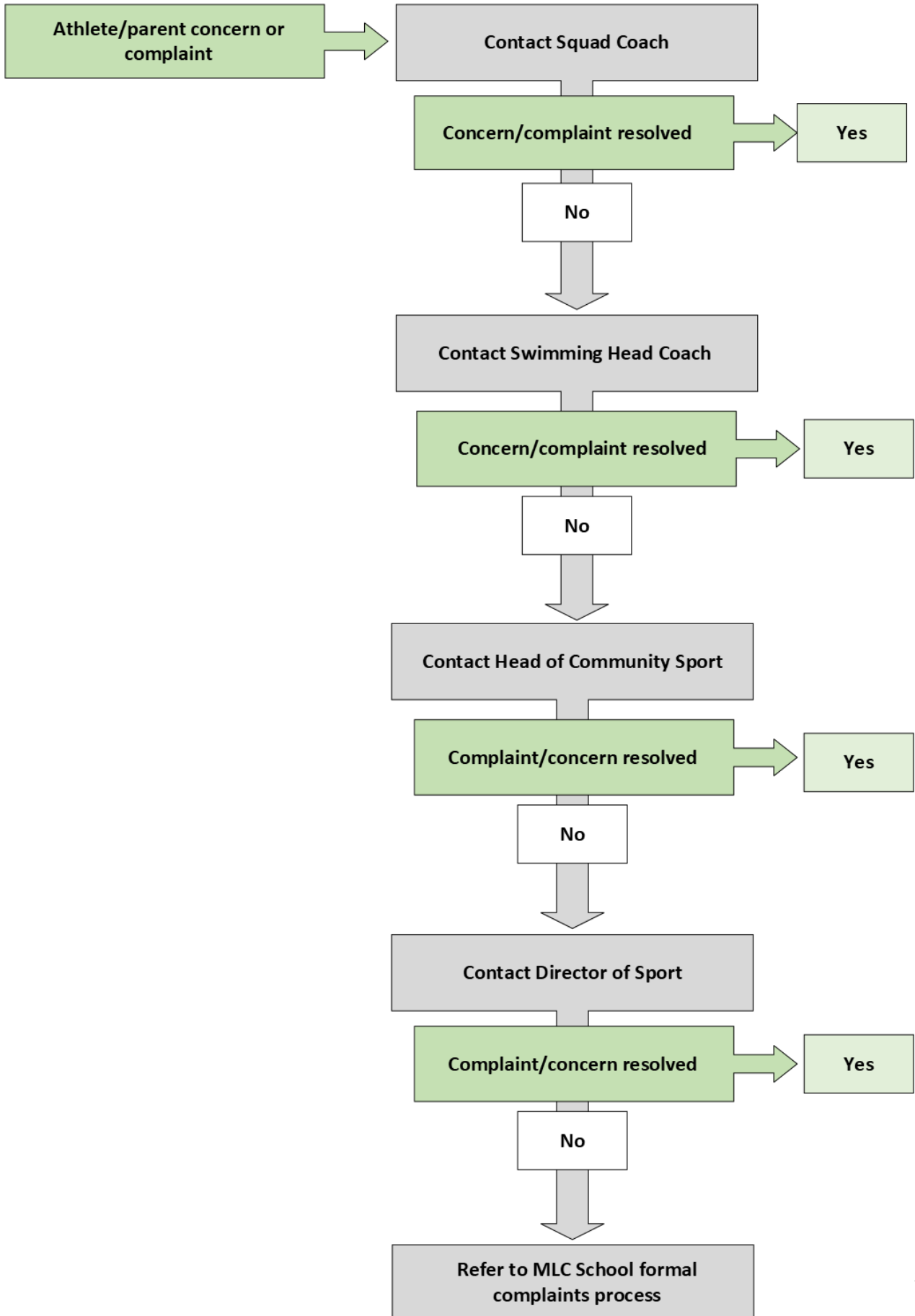
It is not possible to respond to complaints received from an anonymous source and, by definition, the College will be unable to communicate any resolution or response to the person making the complaint.

MLC Swimming will endeavour to acknowledge receipt of all complaints within two (2) working days and advise the most appropriate next steps.

Concerns regarding child safety sit outside of this policy and should adhere to the [MLC Child Safe Policy](#) process. If you are unsure which policy your complaint or concern should follow, please contact Head of Community Sport Kirsty Veliades via veliadm@mlc.vic.edu.au for guidance.



MLC Swimming





MLC Swimming

MLC Swimming Key Contact Emails

Coaching Staff

**Head Swimming Coach
Performance Squad Coach**
Jayden Brian
Brianj@mlc.vic.edu.au

**Assistant Head Swimming Coach
National Squad Coach**
Mel Klamt
Klamtm@mlc.vic.edu.au

**Senior Swimming Coach
National Target & State Squad Coach**
Tim Wright
Wrightt@mlc.vic.edu.au

**Swimming Coach
Junior & Development Squad Coach**
Will Drew
Dreww@mlc.vic.edu.au

Other Contacts

Head of Community Sport
Kirsty Veliades
Veliadk@mlc.vic.edu.au

Billing enquiries
Swimming@mlc.vic.edu.au

MLC Aquatic
Membership
Swim Central enquiries
MLC Aquatic Functions
mlcaquatic@hotmail.com

MLC Aquatic Swim Meets
mlcaquaticcomps@outlook.com

MLC College Policies
Available at
<https://www.mlc.vic.edu.au/join-us/policies-and-guidelines/>