



GRIEVANCE FLOW CHART

At Melbourne Vicentre, we aim to provide the best environment to support the development of our swimmers to their full potential. Please let us know of any concerns you may have so that we can resolve them quickly and best support your child.

Please direct any issues or concerns to your child's Squad Coach. If the issue is not able to be resolved satisfactorily or you would like further advice or support, please arrange a time to discuss with Head Coach, Craig Jackson: craigj@vicentre.org.au.

Most concerns are able to be resolved quickly through this simple process.

