



## COMPLAINTS (DISPUTE) PROCEDURE

Document No 073 Rev 2

**The Club's Intent:** Our swimming club believes that swimmers, parents/carers and volunteers of the Club are entitled to expect courtesy and prompt, careful attention to their needs and expectations. We welcome suggestions on how to improve our swimming club and will give careful consideration to any concerns raised. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate person. If this does not have the desired result, we have a procedure for dealing with concerns.

**The Club's Aim:** We aim to bring all concerns regarding the running of our swimming club to a satisfactory conclusion for all of the parties involved.

**Methods:** A Guideline document for Handling Internal Club Disputes (Document No.022) provides details of how complaints will be handled. For the purposes of this document a "Complaint" and "Dispute" are the same thing. Document No. 022 explains the reasons for using the term "Dispute".

### Raising a Concern/Making a Complaint:

**Stage 1** Teaching staff should not be approached at pool side with any ideas or Criticism to ensure the safety and continuous effective teaching of the children. It is preferable that a complaint is managed directly with the person(s) concerned at a mutually convenient time as soon as possible, to avoid unnecessary anxieties for all concerned. If it is not possible to resolve the complaint, or it is of a serious nature, a formal approach will be necessary.

The teacher/coach concerned must inform the Head Coach in writing for information only.

**Stage 2** If this does not have a satisfactory outcome, or if the problem recurs, the swimmer, parent/carer or volunteer should put their concerns or complaint in writing. In the case where this is related (potentially or otherwise) to a swimmers well-being this should be sent to the Welfare Officer. In the case where this is not related to a swimmers well-being this should be sent to the Club Secretary of the Club.

**Stage 3** Upon receipt of a written concern or complaint the Welfare Officer or Club Secretary shall provide an acknowledgement of receipt and follow the process outlined in the Guideline document for Handling Internal Club Disputes (Document No.022).