

## Grievance and Complaints Procedure

### 1. Principles

The ASA Judicial Laws defines Complaints as:

'A complaint is a formal expression of dissatisfaction with the actions or behaviour of any person, including an individual or a club, or other body, or organisation or with alleged unfair practice in connection with the sport'

A dispute or a grievance is an informal expression of dissatisfaction, and it is only a grievance or dispute that can be dealt with by the club, with the aim of the club to, where possible, resolve a dispute within the club without the issue becoming a formal complaint. It is also important to note that the Club only has the power to legislate for breach of our own rules/constitution and can suspend a swimmer from our own club. As a club we do not have the power to handle a dispute of or relating to a member of another club, nor to deal with an offence against ASA Law. BCSC can deal with a dispute between the Club and one or more of its members. There are occasions when a problem arises where immediate action is required, such as a temporary suspension or exclusion from a wider range of club activities. A report will then be made immediately to the Club officers who will then follow the proper procedures.

### 2. Procedure

If you are dissatisfied with any matter affecting the club, i.e. the coaching programme provided by the Club, your role within the club (if any), the swimming programme, general supervision within the club, or any other matter directly affecting the Club's activities, then you should in the first instance:

- Raise the matter informally with the Club Coach or in his/her absence the Chair, if it relates to any coaching or training swimming programme or supervision matter.
- Raise it informally with any member of the Club Committee. if it relates to any other matter affecting the club's activities

If you are dissatisfied with the response given or decision made you should raise the matter with the Committee by writing to the Club Secretary giving details of your concerns and why you are unhappy with the response or decision given.

The Committee will normally consider your letter at the first available meeting and will investigate and discuss the matter as required and will undertake to consider and determine all matters as quickly, fairly and as reasonably as possible.

The Committee will normally advise you of their decision in writing within 14 days of the meeting and will endeavour also to advise you in writing of any further developments in relation to the grievance raised.

If you are dissatisfied with the Committee's decision, you will have the right to appeal within 14 days of notification and should do this in writing to the Club Chair.

The Club Chair will consider the whole matter anew including your letter of appeal and may carry out further investigation or discussion at his/her discretion and will determine the matter by one of the following

- By upholding the original decision.

- By upholding your letter of appeal
- By substituting his/her own decision in the matter.

The Chair will advise you of his/her decision in writing within 14 days of receiving your letter of appeal.

Policy Statement issued by the Chair and Committee on behalf of Anaconda Swimming Club.