



## Resolving Concerns & Complaints: Policy and Procedures

Haringey Aquatics aims to achieve high standards in everything it does. We welcome all feedback about the club. When things go wrong, we want to know so that we can put them right and learn from our mistakes. If you tell us about any problems you face within the club or things you don't like, you help us to make it a better environment for everyone.

Haringey Aquatics expects all staff and volunteers to report any reasonable and genuine concerns about the operation of the club. Failure to report concerns or complaints may be treated as a disciplinary matter.

We will always try to resolve difficulties informally, but in some circumstances you may wish to make a formal complaint. We will aim to resolve all complaints promptly and sensitively.

### **Guidance on how to raise concerns/complaints**

#### **Raising concerns informally**

If you have a concern, it will often be possible to resolve the problem informally, by simply talking to the person concerned. If that feels too difficult you may talk informally to a member of the committee.

All Club staff and officers are expected to listen to concerns, take them seriously and try to find a solution.

#### **When you should use the complaints procedure**

The complaints procedure should be used if you have raised your concern informally and you are still unhappy with the solution, or if you feel the concern is too serious to be dealt with informally.

In this situation, concerns relating to child safeguarding and welfare should be emailed to the club Welfare Officer. For all other concerns that have not been resolved informally please email the club Chair. In the event, the concerns relate to the club Chair him/herself, please email the club Secretary.

### **Procedure for staff and volunteers in responding to concerns/complaints**

Any of the Club's staff and volunteers who are notified informally of a concern/complaint must follow one of the procedures set out below:



If it is an issue wholly within your responsibility:

1. You should try to resolve the matter informally (e.g. swimming teacher or coach dealing with a concern of a parent of a child you are teaching),
2. You must ask the person who has raised the concern/complaint if they are happy with the way their concern/complaint has been dealt with. If they are still not happy you should refer them to the Concerns and Complaints Policy – which lets them know how they can take matters further should they wish to (this policy is available on the club website),
3. You must inform the Chair of the club promptly about any informal complaint that has been made to you where you have not been able to quickly resolve the matter informally.

If the concern/complaint is something that is not within your responsibility as a staff member or volunteer to resolve yourself, then the issue should be promptly referred either to Welfare Officer or Club Chair, depending on the nature of the concern/complaint:

- Any concern about the welfare and safety of children and young people in the club should be reported to the club's Welfare Officer.
- Concerns/complaints relating to any other aspect of the club should be directed to the club Chair.

## **Reporting and recording of concerns and complaints**

It is very important that all concerns and complaints that have not been resolved quickly and informally are brought to the attention of the Chair (or Secretary in the event the concern/complaint involves the Chair) via email. Reports should include a description of the nature of the complaint, details of when the concern/complaint was received and (where appropriate) details of any attempt to resolve the matter informally. The above information must be logged in the club's complaints log held by the club Secretary.

## **Complaints Procedure**

All concerns that have not been resolved informally will be treated as complaints and investigated by an independent senior elected officer of the club to be appointed by the Chair (or Secretary in the event the concern/complaint involves the Chair) within seven days of receiving the complaint. Note that the Chair (Secretary) can appoint him/herself to investigate.

Unresolved complaints about the Chair will be investigated by the Secretary or, where appropriate, referred to Swim England to be investigated.

## **Acknowledging receipt of complaints**

Irrespective of who is investigating the dispute, the receipt of the complaint must be acknowledged to the complainant within five days of receiving the complaint.



## **Investigation and report**

The person investigating the dispute should if necessary contact the person making the complaint to get further information and should contact anyone named in the complaint, so that they can give their point of view.

The person investigating the complaint must write a report of their investigation and include any recommendations for dealing with the complaint and advise on any changes needed in the Club policies, procedures or practice which have emerged from the investigation.

Any such recommendation should be brought to the Committee for discussion/ratification.

## **Timescales**

The person investigating will aim to bring about resolution of the complaint within 21 days of being appointed. If there is any delay to this timetable, the person carrying out the investigation must provide an explanation to the complainant.

## **Taking things further**

We hope that all concerns can be resolved within these procedures. If person investigating is unable to bring a satisfactory settlement within 21 days, the club committee shall within a further 14 days appoint a 'panel' of 3 people (not previously involved in the case) to determine the dispute at a 'hearing' (as set out in Regulation 152-154 of the Swim England Handbook 2022, <https://www.swimming.org/swimengland/swim-england-handbook/> ).

If a complainant remains dissatisfied with the outcome of an internal club process there is an option to raise a formal complaint with Swim England as set out in Regulation 102 of the Swim England Handbook.

## **Key club contacts**

Chair: David Skinner, [chair@haringeyaquatics.org.uk](mailto:chair@haringeyaquatics.org.uk)

Secretary: Linda Samworth, [secretary@haringeyaquatics.org.uk](mailto:secretary@haringeyaquatics.org.uk)

Treasurer: Lesley Walker, [treasurer@haringeyaquatics.org.uk](mailto:treasurer@haringeyaquatics.org.uk)

Welfare Officer: Cressida Harden, [welfare@haringeyaquatics.org.uk](mailto:welfare@haringeyaquatics.org.uk)

Membership Secretary and Administration Manager: Marianna Giordani, [ha.members@gmail.com](mailto:ha.members@gmail.com)