



## Complaints Procedure Policy

In accordance with the Constitution for Cupar and District Swimming Club, (The Club) a Complaint will be dealt with in accordance with SASA Company Rules, Section 12. This allows for The Club to have their own Policy on Complaints and if that is not a satisfactory procedure the Complaint is then referred to Scottish Swimming.

### 1. Definition of a Complaint

A complaint is defined as:

- Any written formal complaint from one or more members of the Club about the conduct of another member or members of the Club.
- Any written formal complaint made by a member of the public, another SASA Club about the conduct of a member or members of the Club while they are representing the Club.
- Any conduct by a member or members of the Club which the Committee considers brings the Club into disrepute, whether a formal complaint is received or not.

### 2. Advice of a Complaint

Where the welfare and the best interests of any complainant and/or person or group that is subject of the written complaint and/or the Club in its entirety is affected, the complaint should be advised in writing and referred to the Secretary as soon as practically possible. The Complaints Panel will not consider any Complaint not made in writing.

It is hoped that a complaint can be dealt with on an informal basis in most circumstances within the Club. If a member has a complaint in the first instance, they should speak to the Club President or Wellbeing Officer. They will record your complaint including any action and outcome. If however there is a conflict of interest or you are unhappy with their decision and you cannot speak to the aforementioned, you are asked to put the complaint in writing to the Club Secretary, no later than 30 (thirty) days after the incident.

#### Stage 1

The Complaint is made in writing to the Club Secretary, stating clearly:

- a) The grounds of Complaint
- b) The basis of the Complaint
- c) The person or party complained of
- d) What if anything has been done to attempt to resolve the Complaint informally
- e) A list of all witnesses to the matters complained of
- f) A list of all documents produced in support of the Complaint

The letter should be dated and signed.



The Secretary will acknowledge receipt of the Complaint within 7 days from receipt of the Complaint.

### **Stage 2**

The Secretary will convene a meeting at the earliest opportunity of a Complaints Panel comprising 3 officials of the Club, who are not mentioned and are not involved in the Complaint. The Complaints Panel may at their discretion invite a person qualified in the matter of the Complaint, for advice – this person will not be part of any decision making

### **Stage 3**

The Secretary will write to the Complainant with the decision of the Complaints Panel within 7 days of the meeting

### **Stage 4**

If the Complainant remains dissatisfied with the decision of the Complaints Panel they have the right to appeal in writing within 14 days of the notification of the decision of the panel and the matter will be referred to Scottish Swimming in accordance with SASA company rules Section 12

### **Appeal by a Complainant against a decision taken by Scottish Swimming**

The procedure for an appeal against a decision taken by Scottish Swimming is through the Scottish Swimming Complaints Procedure which is detailed in R12.0 of the Company's Governance Documentation.