



*'Successfully nurturing Leicestershire's swimming talent since 1978'*



## Grievance Procedure

CoL aims to ensure that any complaint is managed sympathetically, efficiently, quickly and at the appropriate level and resolved as soon as possible. We will try to resolve every complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, we will review our systems and procedures in light of the circumstances of the complaint.

Parents and swimmers should never feel that making a complaint will adversely affect a swimmer or his / her opportunities at the club.

This Policy applies to complaints from parents of current swimmers and to parents of former swimmers if the complaint was raised when the swimmer was a member of the club.

### **Stage 1: Informal resolution of a complaint**

We expect that most complaints can be resolved informally.

#### **Whom to contact**

Complaints should initially be raised as follows:

**Operational Issues:** anything related to the squad, training times, lane etiquette, meet entries, squad dynamics, should be dealt by the Squad Coach

**Child Welfare:** Squad Coach & Welfare Officer

**Personnel:** A complaint against a coach should, in the first instance, attempt to be resolved directly with the coach, or escalated to the Head Coach. Complaint against Team Manager/Poolside Helper or Parent should be escalated to a Welfare Officer or Volunteer Co-ordinator. Complaints against the Head Coach should be forwarded to the Directors.

### **Stage 2: Formal Complaints**

If a parent is dissatisfied with the response to the complaint under the informal procedure, or the complaint requires investigation, the complaint would progress to Stage 2.

Stage 2 will fall under the Procedures as outlined in Wavepower, the Swim England Official Handbook Code of Ethics & Child Welfare, Swim England's Child Safeguarding Policies and Procedures, the Child Safeguarding Protocols, Child Protection Regulations 241 and the Judicial Regulations and Guidelines.