



# DURHAM CITY

Amateur Swimming & Water Polo Club



## Internal Complaints and Disputes Procedure

A complaint/dispute in the first instance should be sent in writing by email or letter to the Club Secretary who will discuss with the Chairman what course of action is to be taken.

The Secretary will acknowledge the complaint/dispute in writing. If the issue is related to Safeguarding or Child Protection then the Club Welfare Officer will be informed and they will follow procedures as set out in the ASA Wavepower document.

Within 7 days of receiving the complaint/dispute the Chairman or Secretary (or another agreed Committee member) will aim to resolve issues informally through face to face discussion or email/telephone contact. A record of the discussions will be kept by the Club Secretary.

If a resolution has not been reached after informal discussion then the Secretary will arrange a Disputes Panel of 3 Committee members.

The Panel will meet the persons involved in the complaint/dispute and aim to seek a resolution. The members of the Panel shall determine the appropriate process depending on the nature of the complaint/dispute. The outcome of the Panel's decision will be made in writing and will take place within 10 days of the Panel being set up (or at an agreed later date).

The Secretary will maintain a record of each dispute.

If any party is dissatisfied with a decision reached in an internal Club dispute they may still be entitled to appeal to the ASA.

Approved – November 2016