



Newbury District Swimming Club

Grievance Policy

POLICY MANAGEMENT:

This policy was adopted by the Committee on 12th November 2018

Introduction

This document explains the rules on how disputes and complaints will be addressed and resolved within Newbury District Swimming Club.

Definitions

Dispute – A difference of opinion either between members or on matters concerning the running of the activities undertaken by the club.

Complaint – A formally expressed dissatisfaction, frustration or annoyance over an item relating to activities undertaken by the club.

Process

This process will be followed if any person associated with the club has a dispute or complaint regarding their treatment or the treatment of the children during any club activity.

They should:

- 1) Bring their concern to the attention of their swimmers Coach or Club Secretary in the first instance.

The club encourages and will ask that you use informal discussion to resolve issues, and will therefore ask if you have tried to talk the issue through with all parties first. This provides an opportunity for an early resolution.

If after talking the issue through there is still a problem the following steps should be taken.

- 2) The dispute or complaint should be made in writing by email or letter, to the Newbury District Swimming Club Chair within seven days of the incident arising, stating:
 - The date and time of the incident.
 - The nature of the issue.
 - The reasons why the action is disputed or the complaint raised.
 - The action that was taken by the club or the Welfare Officer.
 - The names of any witnesses to the incident.



- 3) The Chair will acknowledge the dispute or complaint by reply using the same method as received within 7 days subject to holidays/illness.
- 4) The Chair will appoint an independent investigator (normally a member of the Newbury District Swimming Club Committee or a coach unconnected with the incident). In the unlikely event that the club cannot find an independent investigator then the club will refer the matter to the ASA.
- 5) The investigator has seven working days, from the date of acknowledgement (in point 3), to talk to the parties involved and provide a detailed email or written response to the Committee with their findings and recommendations of any actions that need to be taken.
- 6) The committee will agree the required action.
- 7) The Chair or Vice Chair and another member of the Committee will then meet with the complainant to discuss the outcome of the findings and what action will be taken. The decision made by the committee will be considered final.
- 8) In the rare event that the issue has to be referred to the ASA (in accordance with point 4), the committee may decide interim measures are necessary to safeguard members. Such decision will be upheld and respected by all parties.