



[stowmarketswimmingclub.co.uk](http://stowmarketswimmingclub.co.uk)

## **CONFLICT RESOLUTION.**

Stowmarket Swimming Club is a friendly club with everyone working towards the common aim of improving swimming skills in our swimmers while, hopefully, enjoying while they do. However, we recognise that sometimes there are disagreements over things.

The ASA has a formal disputes procedure that the club abides by as part of its constitution and its affiliation with the ASA. This can be found in the Member Handbook on the ASA website at <http://www.swimming.org/members/member-handbook-2017/> (as amended).

Before it comes to that we ask that you seek to resolve any issue with the person or people concerned.

If the matter is a welfare issue then please speak to the Welfare Officer.

Otherwise, if you have been unable to resolve the issue with the other party or parties then please feel free to approach the club chairman in person or in writing.

If after speaking to the chairman, or if your issue is with the chairman, then you should approach the secretary or welfare officer about having the matter raised at committee level. At this point, though, it is likely that the formal disputes procedure will be adopted.

With all this in mind we are conscious that you pay good money for being part of the club and for swimming sessions but in return we ask that you always remember the club relies on hardworking, *unpaid* volunteers and bear this in mind if you feel that your expectations concerning anything have not been reached.