

CUMBERNAULD SWIMMING CLUB

COMPLAINTS PROCEDURE

Introduction

It is a mandatory requirement of SASA affiliation that clubs operate a club complaints procedure and are obliged to manage members' complaints when the complaint is about the running of the club or club personnel. The complaint procedure applies to all members, coaches, volunteers and parents within the Club.

If the concern is of a Wellbeing and Protection matter (eg. any form of abuse, bullying, inappropriate behaviour) it should be raised immediately with the Club's Wellbeing and Protection Officer (WPO) and this matter will be investigated in conjunction with Scottish Swimming (contact details for the WPO are on the Club website).

Process

If you are dissatisfied with any matter affecting the club, your role within the club, the swimming programme, general supervision within the club, or any other matter directly affecting the Club's activities, then you should in the first instance:

- Raise the matter informally with the Club's Head Coach or in their absence the President, if it relates to any coaching or training swimming programme or supervision matter. Please seek an appointment with them to allow the coach the opportunity to set aside some time which is convenient to all parties and, should you want to raise a concern, would allow all parties to speak in privacy. As per Club Rule R16.5 no coach should be approached on the poolside whilst a training session is underway.
- If it relates to any other matter affecting the club's activities raise it informally with any of the Club Officers (President, Vice-President, Secretary or Treasurer)

If you are dissatisfied with the response given or decision made you should follow the formal process of raising a concern with the Club's Executive Committee. This should be done in writing, on the appropriate form, to the Club Secretary within 30 days of the incident giving details of your concerns and why you are unhappy with the response or decision given. The form can be obtained from the Club Secretary.

The Club's Executive Committee will normally consider your letter at the first available meeting and will investigate and discuss the matter as required and will undertake to consider and determine all matters as quickly, fairly and reasonably as possible. The Executive Committee will notify you if the complaint is accepted as valid. If not accepted as valid it will be returned to you with an explanation and no further action will be taken.

Once a Complaint has been accepted as valid the respondent (person to whom the complaint is against) will be sent a copy of the written complaint and given 14 days to respond to the allegations in writing, on the appropriate form. You will receive a copy of this in due course.

At this stage Scottish Swimming may help facilitate a meeting to try and resolve the dispute by conciliation. If conciliation is unsuccessful or not possible, then the matter will be referred to the Club Complaints Panel for assessment.

Membership of the Panel will consist of at least 3 people to include 2 Officers of the Club and the Wellbeing and Protection Officer. Any member who is involved in the complaint will not be permitted to be a member of the Panel or its deliberations. One member will be appointed as Chair of the Panel. The Club Secretary shall carry out administrative tasks on behalf of the Panel. Written or verbal evidence may be sought by the Chair of the Panel from any person who may be able to assist the panel.

The Executive Committee/ Panel Chair will arrange for their decision to be communicated to the parties, in writing, within 14 days of the meeting.

If you are dissatisfied with the decision, you will have the right to appeal within 14 days of notification and should do this in writing to the Club President.

The Club President will reconsider the whole matter including your letter of appeal and may conduct further investigation or discussion at his/her discretion and will determine the matter by one of the following:

- By upholding the original decision
- By upholding your letter of appeal
- By substituting his own decision in the matter

The President will advise you of their decision in writing within 14 days of receiving your letter of appeal.

Should the appeal be rejected, the matter will be considered closed and there will be no further right to appeal through the club. However, there is the right of appeal through Scottish Swimming as stated in the SASA constitutions and Byelaws.

Decisions arising from the normal course of business of a Club on administrative and technical matters, appointments and selection of teams may not be the subject of appeal.

At every stage, swimmers may be accompanied by a parent/carer/guardian if necessary.