

GRIEVANCE PROCEDURE

If you are dissatisfied with any matters affecting the club i.e. the coaching programme provided by the Club, your role within the Club (if any), 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 Head Coach or Club President, if it relates to any coaching or training, swimming programme or supervision matter.
- If it relates to any other matter affecting the club's activities, raise it informally with any member of the MASC Management Committee or Wellbeing & Protection Officer.

If you are still dissatisfied with the response given or decision made you should raise the matter with the MASC Management Committee by writing to the Club Secretary and Wellbeing & Protection Officer giving details of your concerns and why you are unhappy with the response or decision given. Please bear in mind the letter may need to be shared with external organisations when necessary.

The Wellbeing & Protection Officer(s) will investigate the matter further and discuss the matter when required with the complainant and complaine. The investigation of the matter will be taken as quickly, fairly and reasonably as possible.

The Wellbeing & Protection Officer(s) will then present the report of the investigation to the Officers of the Club. Once this meeting has taken place, the Wellbeing & Protection Officer(s) will advise you of their decision in writing within 14 days of the meeting and will endeavor also to advise you in writing of any further developments in relation to the grievance raised.

The Club President will consider the whole matter anew including your letter of appeal and may carry out 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.