



# COMPLAINTS /DISPUTES PROCEDURE

**Complaints/Disputes Procedure: This follows the SE Regulations**

## Step 1

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

## Step 2

- 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 Swim England Wavepower document

## Step 3

- 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 being kept by the Club Secretary)
- If this is not possible, the Complainant should raise an official complaint using the Complaint form. This must be done within 28 days of the original matter arising

## Step 4

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

## Step 5

- 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 action and/or sanction depending on the nature of the complaint/dispute
- The outcome of the Panel's decision including any sanctions and the reason for them will be made in writing and will take place within 28 days of the Complaint form being received

## Step 6

- If any party is dissatisfied with a decision reached in an internal Club dispute they may still be entitled to appeal to Swim England. However refer to the SE Guidence as to what constitutes an allowable appeal.

## Step 7

- Details of the complaint will be reported to Swim England