



Heath Town Swimming Club

Complaints Procedure

Introduction

Heath Town Swimming Club (HTSC) is dedicated to coaching children and adults alike to become excellent swimmers, who can, if they wish, compete against others. HTSC prides itself on the quality of the coaching and care provided to all swimmers. However, if any member has a complaint, they can expect it to be treated by the club in accordance with this Procedure. All members can be assured that all concerns and complaints will be treated seriously and with an appropriate degree of courtesy and confidentiality. The club, in its turn, expects that concerns and complaints will be presented with courtesy and in a calm manner. If any member is aggressive or verbally rude they will be asked to make their point in writing. An anonymous complaint will not be investigated under this procedure unless there are exceptional circumstances. These would include serious concerns such as child protection issues or bullying allegations, where the club would either involve appropriate external agencies or conduct a review in accordance with Wave Power, the Swim England Child Safeguarding Policy and Procedures document.

Stage 1 – Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally. If a member has a complaint, they should normally contact the Team Manager. In many cases, the matter will be resolved in this way and without delay. If the Team Manager cannot resolve the matter, it may be necessary to involve a member of the committee. If the complaint cannot be satisfactorily resolved informally then the member may proceed with their complaint in accordance with Stage 2 of this Procedure.

Stage 2 – Formal Resolution

If the complaint cannot be resolved informally, the member should submit their concerns in writing via the club email info@heathtownswimmingclub.co.uk, marked for the attention of Chairman (emails sent to committee member's personal accounts will not be acted upon). The Chairman will then decide the appropriate course of action. In most

cases, the Chairman will meet the member concerned, normally within 15 working days (during school term time) of receiving the complaint. Response times may be longer during school holidays. If possible, a resolution will be reached at this stage. It may be necessary for the Chairman to carry out further investigation. The Chairman will keep written records of all meetings and interviews held in relation to the complaint. Once the Chairman is satisfied that, so far as is practicable, all of the relevant facts have been established, a considered response will be given to the member in writing. If the member is not satisfied with the outcome, they should proceed to Stage 3 of this Procedure.

Stage 3 – Panel Hearing

If a member wishes to invoke Stage 3 they should address their complaint in writing to the Club Secretary, who has been empowered by the Chairman to call hearings of the Complaints Panel at this stage. The matter will then be considered by the Complaints Panel. The Panel will consist of three committee members not directly involved in the matters detailed in the complaint. The Club Secretary will acknowledge the complaint and schedule a hearing as soon as practicable and normally within 20 working days (during school term time). The Panel may ask for further information about the complaint or any related matter. Copies of this shall be supplied to all parties prior to the hearing. The member may be accompanied at the hearing by one other person. This may be a relative or friend. If possible, the Panel will resolve the complaint without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out. When all the relevant facts are available the Panel will reach its conclusions and may make recommendations. This shall be done as soon as is reasonably practicable after the Hearing. The Panel will write to the member informing them of its conclusions and the reasons for them. The Panel's findings and any recommendations will also be sent in writing to the Chairman and to any individual named in the complaint. In more complex cases the Complaints Panel may choose to meet the club member to explain their findings and any recommendations. When the matter is concluded the Complaints Panel may choose to prepare a short report for the full committee if deemed appropriate. Stage 3 is the final stage in the Club's procedure.

In accordance with Swim England Handbook 2021 Judicial regulations for the Judicial System, Internal disputes Section 150 -155