

Complaints Procedure

Ver 1.0



This seven-stage policy has been formally adopted by Swim Gwynedd Performance Club on 16/12/18 and is consistent with, inter alia, Swim Wales Child Safeguarding Policy and Procedures for Swim Wales clubs.

Stage 1 – Verbal Discussion

Any individual who has an issue with any aspect of the Swim Gwynedd Performance Club's provision, should, in the first instance, discuss their concerns with the following:

a) Issues relating to Swimming or Training Provision (i.e. anything related to activities in a pool or dry land training)

- For swimmers or parents/carers, this will be the Head Coach or Assistant Coach.
- For Coaches, this will be a Committee Member or the Club Welfare Officer.

(For Swimmers and Parents, please make sure there is time for a calm and private discussion. Organise a time when the coach's sessions are finished and they have no other sessions running)

The Coach in this instance will complete an Incident Report Log for the club's information and monitoring.

Every effort will be made to resolve the issue at this stage in an informal manner but should this not be possible for any reason, you should move directly to stage 2. If the nature of the complaint affects a child's welfare, the matter should be referred directly to the Club Welfare Officer.

b) Issues relating to General Club Management (i.e. anything related to governance or administration matters)

- All issues should be brought to the attention of a Committee Member in the first instance, either via email, letter or discussion.

The Committee Member in this instance will complete an Incident Report Log, for the club's information and monitoring.

Every effort will be made to resolve the issue at this stage in an informal manner but should this not be possible for any reason, you should move directly to stage 2. If the nature of the complaint affects a child's welfare, the matter should be referred directly to the Club Welfare Officer.

Stage 2 – Written Complaint

If the initial stage has not resulted in a satisfactory outcome, or if the issue recurs, the issue should be put in writing to the Club Welfare Officer.

The Club Welfare Officer will acknowledge the message, investigate and offer resolution.

Stage 3 – Formal Committee Response

Should an immediate resolution not be possible or is not deemed acceptable, the swimmer, parent/carer or Coach can request the matter be referred for a Formal Committee Response. In such circumstances, the Club Welfare Officer will present a written report in confidence to the Club

Management Committee that meet on a regular basis. If the matter is urgent, the Club Management Committee will meet within 7 days of receiving the report.

The committee will discuss the matter in confidence and offer a solution in writing to the swimmer, parent/carer or coach.

Stage 4 – Formal Committee Meeting

If the written response is for any reason not found acceptable, a meeting should be sought with the Club Welfare Officer and another committee member.

- At such meetings, swimmers should be accompanied by a parent/carer.
- Parents/carers may be accompanied by a partner or friend if required.
- Coaches may be accompanied by a friend or colleague if required.

An agreed written record of the discussion will be made for all parties present at the meeting to sign as an accurate record. A copy will be shared with the parties.

Stage 5 - Mediation

If after the Stage 4 meeting agreement cannot be reached, an external mediator will be invited to support resolution.

This person will be agreed in advance who is acceptable to both parties. Staff or volunteers within Swim Wales are normally appropriate persons to be invited to act as mediators.

A mediator has no legal powers. Their role is to listen to both sides, help define the issue, review actions taken to date and to offer balanced and impartial advice which will enable the issue to be resolved.

The mediator will keep any discussions confidential. If this is considered helpful, they may hold separate meetings with parties involved in the situation.

The mediator must keep an agreed record of any meetings that are held and of any advice they provide.

Stage 6 - Resolution

When the mediator has concluded their investigations, a final meeting between the swimmer or parent/carer, the Club Welfare Officer and the committee member will be held.

The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice will be used to reach this conclusion. The mediator will be present if all parties deem it will help reach a decision.

A record of this meeting, including the decision on the action to be taken, will be made with everyone present at the meeting signing the record and receiving a copy of it.

This signed record signifies that the procedure has concluded.

Stage 7 – Independent Panel

If at the end of stage 6, agreement cannot be reached the Management Committee will formally ask that Swim Wales conduct an Independent investigation into the matter and appoint a suitable Panel and Chair.

The Panel will conduct their own independent investigation and will call for written evidence of the actions taken to date.

At the conclusion of this investigation, the recommendation (s) of this Panel will be final and no party will have a further right of appeal.