



COMPLAINTS

If you have a complaint or are dissatisfied about some aspect of the Club and the way it is conducted please follow the procedure set out below to ensure that your concerns are fully investigated and appropriate action is taken where necessary.

PLEASE NOTE: this procedure is not for use in cases where you are dissatisfied with your child's progress in swimming. That is a matter solely for the Head Coach. If you wish to discuss it please make an appointment at the Club desk to see the Head Coach at a mutually convenient time. Do not expect to see the Head Coach when he/she is on the poolside – he/she is coaching other swimmers. A little advanced warning will also enable the Head Coach to gather specific information about your swimmer from the other teachers – he/she cannot be expected to know everything about every swimmer in the Club.

Complaints Procedure

1. Discuss your complaint/concern informally with the appropriate member of the Executive Committee.
2. If this fails to resolve your complaint you should put your complaint in writing, giving as much detail as you can, and send it to a member of the Executive Committee (names and address on the Notice Board and the web site).
3. The Executive Committee member will acknowledge your complaint in writing and forward it to the Chairman of the Executive Committee (unless it is about the Chairman in which case it will be forwarded to the Vice chair).
4. The Chairman or the Vice Chair, if the Chairman so directs, will investigate your complaint and report his/her findings to the next regular meeting of the Executive Committee immediately following the receipt of your complaint. (The Executive Committee meets on the first Monday of every month except August). If your complaint is received 7 days or less before the next Executive Committee meeting it will be noted but not considered until the next following meeting to allow proper time for investigation.
5. At its meeting the Executive Committee will consider your complaint and the outcomes of the investigation and will determine the complaint.
6. The Executive Committee will set out its decision with brief grounds for it in writing and provide you with a copy of it within 7 days of the determination.
7. The decision of the Executive Committee in relation to the complaint is final and will not be discussed further.
8. If you are still dissatisfied and the matter you complain about comes within ASA Laws (Law 105) you may make complaint to the ASA's Judicial Administrator. To do this you must obtain the appropriate form from the ASA, complete it and return it to the Judicial Administrator with the required fee (currently £50.00) The address is Amateur Swimming Association, Harold fern House, Derby Square, Loughborough LE11 5AL