



Kingfishers Swimming Club Complaints Procedure

Scope:

This Document explains the rules on how disputes and complaints will be addressed and resolved within Kingfishers Swimming Club.

Kingfishers Complaints Procedure follows Swim England guidelines. All complaints and disciplinary action will observe the following key principles:

- All parties will be fairly treated
- The complainant has the opportunity to present their case
- The accused has an opportunity to respond or call any witnesses
- Swim England judicial laws and rules conform to the law of the land, in so much that an individual is innocent until proven guilty.

Any complaint of a child protection nature will follow the Child Protection Policy and Wavepower.

Definition:

Dispute: A difference of opinion either between members or on matters concerning the running of the club.

Complaint: A formally expressed dissatisfaction, frustration or annoyance over an item relating to activities undertaken by the club.

Process:

The following process should be followed if any person associated with the club has a dispute or complaint regarding their treatment during any club activity.

They should:

1. Bring this to the attention of their Coach or the club Welfare Officer in the first instance. The club encourages and will ask that you use informal discussion to resolve issues. The club will ask if you have tried to talk the issue through with all parties first as this provides an opportunity for an early resolution as quickly as possible. If after talking the issue through, then there is still a problem, the next steps should be taken.
2. The Dispute or Complaint should be made in writing, by email or letter, to the Kingfishers Swimming Club Chairperson within seven days of the incident arising, stating:
 - The Nature of the issue
 - The action that was taken by the club or the Welfare Officer
 - The reasons why the action is disputed or Complaint raised
 - The date and time of the incident
 - The names of any witnesses to the incident.
3. The Chairperson will acknowledge the Dispute or Complaint by reply using the same method as received.
4. The Chairperson will appoint two Independent Investigators (Normally members of the Kingfishers Committee or a coach unconnected with the incident). One person will act as lead investigator. If the club can't find an independent investigator, then the club will refer the matter to Swim England.



5. The investigator has fourteen days, from date of acknowledgement, to provide a detailed email or written response to committee with the findings and recommendation of any actions that need to be taken. The Chairperson and another member of the Committee will then meet with the complainant to discuss the outcome of the findings and what action will be taken.

If this fails or it is clearly necessary to discipline a member, then the club will set up a panel to deal with the matter:

1. The panel will consist of three people, one of whom will act as a chairman and one as a secretary. These people will not be involved in the dispute, and the club may want to ask individuals from outside the club to sit on the panel if it is deemed necessary.
2. The Chairman of the panel will notify both parties of the date, time and place of the hearing and the names of the panel members.
3. Both parties will be given copies of all papers.
4. The hearing will be within 14 days of receipt of the dispute unless there are extenuating circumstances.
5. If either party is under 18 years of age they have the right to be accompanied by a parent (or person with parental responsibility), or coach to help them present their case.
6. Both parties will be allowed to bring witnesses, who after questioning will take no further part in the hearing.
7. Notes will be made at the hearing, and the panel will announce any decision verbally as soon as possible, with written confirmation to follow within 5 days.

The panel has the ability to:

1. Issue a verbal or written warning/reprimand.
2. Suspend a member for a specified period of time, with immediate effect.
3. Require a member to resign if, in its opinion, the interests of the club have been compromised by the member. If expulsion is proposed, the individual will cease to be a member of the club. Such action may be subject to any overriding Swim England Complaints Procedure.

Any written correspondence received from either the complainant or the defendant, such as a letter of resignation, must be acknowledged within 48 hours of receipt.

If either party to the dispute is dissatisfied with the outcome, they are still entitled to make a complaint to the Judicial Administrator at Swim England Head Office.