



COMPLAINTS AND GRIEVANCES

Irrespective of the operational activity it is realistic to assume that a complaint is likely to be received at some stage. The scope of this procedure covers both the Swim School and Club activities.

Complaints may arise from:

- Individual swimmers
- Parents
- Members of the public
- Coaches
- Other clubs (swimmers/coaches/parents)

When complaints arise the following actions should be taken:

1. The complaint should be heard and acknowledged. If the issue can be resolved immediately or with a simple course of action within the recipient's area of responsibility then the issue can be dealt with by the recipient. It is important to note that resolution of the issue is assisted at this initial time by involving only those who need to know of the complaint.
2. On receipt of a complaint the relevant responsible parties should deal with the matter expeditiously ensuring that all discussions and correspondence are recorded and retained.
3. If a coach related complaint is unable to be resolved, the matter may be referred to the Club Grievance Officer, after consideration by the Director of Coaching. The complaint should be submitted in writing and subsequent to the receipt of a written complaint; the responsible parties should convene a meeting with the person issuing the complaint.

Club Grievance Officer

The Club Grievance Officer is appointed by the Club Committee on a season by season basis. The Club Grievance Officer shall deal with all matters objectively and confidentially taking into consideration any relevant policies (eg. member welfare and child welfare), standards or rules. The Club encourages issues or concerns relating to coaching to be raised with squad coaches however, the Grievance Officer is an independent person that anybody can go to and seek advice.

In dealing with complaints the Club Grievance Officer shall seek input from all relevant parties and if required may consult with external experts in order to seek resolution of the matter. The Club Grievance Officer shall document all discussions and correspondence and provide an in-confidence report to the Executive Committee as required.

Coach Related Complaints/Grievances (examples only)

- Swimmers performance/training/attitude
- Swim meet event selection
- Relay selection

Non-Coach Related Complaints/Grievances (examples only)

- Team management at meets
- Member safety/protection
- Club Strategy

GRIEVANCE FLOW CHART

In regard to a Swim Club coaching, squad or competition related issue, please initially direct any issues or concerns to your child's Squad Coach. If the issue is not able to be resolved satisfactorily, or you would like further advice or support then this flow chart will assist to outline the process for resolution.

