

Inverness Amateur Swimming Club

Grievance procedure

The Purpose

The purpose of this grievance procedure is to ensure that all Swimmers, Members, Coaches, Volunteers and Parents are aware of the correct procedure which should be followed when voicing or raising a concern, making a complaint whether informal or formal or a grievance with Inverness Amateur Swimming Club (IASC). The procedure will ensure that any concerns/complaints/grievances are dealt with timorously and lessen any stress or anxiety that these situations may be causing to any parties associated with IASC.

The Scope

The Grievance procedure applies to all swimmers, members, coaches, volunteers and parents within IASC.

Guidelines:

- You have the right to voice your concerns but please respect the rights of others within IASC and accord them respect. The Management Committee will not tolerate Coaches, Volunteer or other members being abused in any area in front of other swimmers and parents.
- If you would like to have an informal chat with the Squad Coach, please seek an appointment with them. This will give the coach the opportunity to set some time aside for you and if you want to raise a concern, would all parties to speak in private.
- You should be aware that it may not be possible for the Coaches to speak to you at the start of the session as it is important to get the session underway and the coaches may have other commitments at the end of the session and need to leave the session promptly.
- Under no circumstances would the coach be approached on the poolside while the session is underway.

Informal Procedure – Raising a concern

If your concern is related to your Childs performance, behaviour or attitude, the running of a squad or any other issue which is causing you concern and you believe that your concern can be dealt with quickly you may wish to raise a concern informally. This should be addressed to the coach that normally takes the session and not to a volunteer.

If your concern is not fully addressed and you are dissatisfied with the outcome you have the option following the **formal procedures detailed below**

Formal Procedures – Making a complaint/Raising a concern

If your concern is related to your Child's performance, behaviour or attitude, the running of the squad, the general operation of the club or any other issues which is causing you concern and you believe that your concern cannot be dealt with through the informal procedure then you should make a formal complaint or grievance in writing to the Head Coach or if the complaint is regarding the head Coach then to the President or Vice President in his or her absence. Your complaint will be acknowledged within 7 days of receipt.

You will receive a written response from the Head Coach or President/Vice President within 14 days of receipt of your complaint/Grievance in exceptional circumstances these deadlines may have increased but you will be given reasons why within the time limits set out above.

If your complaint or grievance is not fully addressed and you are dissatisfied with the outcome you have the option of requesting that your complaint or grievance be heard by a club panel.

You should make a formal request in writing of your complaint/ Grievance to the Club Secretary and will receive an acknowledgement within 7 days of receipt. For benefit of doubt and email will be classed as putting your complaint in writing so long as it is addressed to the club secretary only.

You will receive written notification of the date and time of the club panel within 14 days of receipt of your request. You will receive a written response from the Chair of the club panel within 7 days of the club panel meeting.

During the internal process then you may enlist the help and assistance of another member of parent with the complaint or to provide support, they are allowed to attend the club panel with you but are not allowed to answer any questions on your behalf.

If your complaint or grievance is not fully addressed and you are dissatisfied with the outcome you have the right of appeal to Scottish Swimming (SASA) no later than 30 days after the club's internal process has been exhausted

Malicious complaints or grievances

Complaints or grievances are normally dealt with in good faith however if at any stage of the process the management committee of IASC believe that the complaint or grievance has been raised maliciously or in bad faith then the management committee will implement IASC Code of conduct and this may result in the complainant or his or her child

- Receiving a verbal warning from the Head Coach
- Receiving a written warning from the Head Coach
- Receiving written notification of suspension from IASC
- Receiving written notification of dismissal from IASC

A written warning or written notification of suspension or dismissal will be sent to the member no later than 7 days from the date of any disciplinary meeting.

Club Panel

The club panel will consist of a member of the Executive Committee acting as chair plus 2 other members of IASC as appointed by the Management committee, who have not been involved with the concern/complaint/grievance at the informal or formal procedure stage. This will ensure an element of independence when dealing with concerns/complaints/grievances.

Relevant documents to this procedure

This procedure should be read in conjunction with the clubs constitution and other procedures that can be found on the clubs web site or if required in hard copy form via the club secretary.

Namely:

- IASC Constitution
- IASC Code of conduct
- IASC Club child protection policy statement.

Contact Details

Club Secretary: by hand at Inverness Leisure on a Wednesday night

Email: info@invernessswimmingclub.co.uk

Website: www.invernessswimmingclub.co.uk

The Scottish Amateur Swimming Association, National Swimming Academy, University of Stirling, Stirling, FK9 4LA.

Telephone: 01786 466520

Email: info@scottishswimming.com

Website: www.scottishswimming.com