



GRIEVANCE POLICY

The Purpose

The purpose of this grievance procedure is to ensure that all swimmers, members, coaches, volunteers, parents and carers are aware of the correct procedure which should be followed when voicing or raising a concern; making a complaint either informal or formal, or expressing a grievance against Inverness Amateur Swimming Club (IASC).

The procedure will ensure that any concerns/complaints/grievances are dealt with timeously and in a manner which attempts to lessen any stress or anxiety that these situations may be causing to any parties associated with IASC.

Raising a Concern – informal procedure

If your concern is related to your Childs performance, behaviour/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.

IASC would respectfully ask that if you would like to have an informal chat with the squad coach, then please seek an appointment with them. This will give the coach the opportunity to set some time aside for you, and for your discussion to take place in an area which affords you both some privacy.

Coaches can be contacted via the clubs email system;
ASquadCoaches@invernessswimmingclub.co.uk,
BSquadCoaches@invernessswimmingclub.co.uk,
CSquadCoaches@invernessswimmingclub.co.uk,
FitnessCoaches@invernessswimmingclub.co.uk.

Alternatively, you can address your concern to the Club President (chair@invernessswimmingclub.co.uk) who will direct you to the most appropriate member of the coaching team.

Under no circumstances should the coach be approached on the poolside prior to, during or after a session unless this has been pre-agreed.

It is hoped that through open and honest discussion, any issue of concern can be dealt with both promptly and informally, and that all parties involved can reach an agreed outcome.

Making a complaint/raising a grievance - formal procedure

However, if you feel that your concern is not fully addressed during an informal discussion, you have the option of escalating your concern and making a formal complaint/raising a grievance.

Formal complaints/grievances should be made in writing to the Club Management Group (F.A.O Club Secretary) sharing details of your concern and why you are unhappy with the response or decision given during your informal discussion. If your complaint/grievance directly relates to the Club Secretary, please address your letter the Club President.

Your written complaint/grievance will be acknowledged within 7 days of receipt.

Your complaint/grievance will be considered at the first available meeting, and members of the Club Management Group will undertake to consider and determine all matters as quickly, fairly and as reasonably as possible.

You will receive a written response from the Club Management Group within 14 days of receipt of your complaint/grievance. In exceptional circumstances these deadlines may be increased, however you will be advised of this should it happen.

Still not satisfied?

If your complaint/grievance is not fully addressed, and you remain dissatisfied with the outcome, you have the right to appeal it and the option of requesting that your complaint/grievance is reviewed directly by the Club President.

You should do this by writing directly to the Club President, detailing all previous interactions regarding your concern.

You will receive an acknowledgement within 7 days of receipt.

The Club President will consider the whole matter anew, and may carry out further investigation or discussion at their discretion. They will determine the matter by one of the following;

- By upholding the original decision.
- By upholding your letter of appeal.
- By submitting their own decision in the matter.

The Club President will advise you of their decision in writing within 14 days of receiving your letter of appeal.

What next?

If, by this stage in the process you remain dissatisfied with the response from IASC, you have the right to appeal to the National Governing Body, Scottish Swimming (SASA) no later than

30 days following the conclusion of IASC's internal Concern, Complaint and Grievance procedure has been exhausted.

Other information

If required, you may enlist the help/assistance or support of another person during this process; to enhance your ability to communicate your concern more clearly. This person may not directly participate in any face-to-face discussions, unless it is recognised that you have additional communication needs. They must be used only as a support.

Malicious Concern, Complaint or Grievance

We at IASC want to develop a culture of trust, honesty and open communication, however if it is suspected and can be evidenced that (at any stage of the process) the concern/complaint/grievance which has been raised is malicious, then the Club Management Group will implement the IASC Code of Conduct and this may result in the complainant or the child in their care;

- 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.

Related documents

- IASC Constitution
- IASC Codes of conduct
- IASC Club Child Protection policy statement

Contact Details

Chairperson/President: Dr. Sally Martin
Contact: Via email or in person at Club session
Email: chair@invernessswimmingclub.co.uk
Website: www.invernessswimmingclub.co.uk

The Scottish Amateur Swimming Association

Address: National Swimming Academy, University of Stirling, Stirling,
FK9 4LA
Telephone: 01786 466520
Email: info@scottishswimming.com
Website: www.scottishswimming.com

Policy updated by: Mrs Catriona Macleod and Sally Martin
Role: Child Protection Officer, and Chairperson, IASC
Date: March 2018
Reviewed in: March 2020

Inverness Amateur Swimming Club (IASC) is committed to meet the statutory requirements of Data Protection law including the requirements of the General Data Protection Regulations (GDPR) implemented 25 May 2018. As part of the joining the club, IASC collects and processes your personal data to manage the swimming relationship. IASC is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

Please ensure you have read and understood the IASC Privacy Notice available here:<http://invernessswimmingclub.co.uk/about-us>.