

Helensburgh Amateur Swimming Club

Grievance process

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 to follow when voicing or raising a concern, making a complaint whether informal or formal or a grievance with Helensburgh Amateur Swimming Club (HASC).

The procedure will ensure that any concerns/complaints/grievances are dealt with in a timely fashion and lessen any stress or anxiety that these situations may be causing to any parties associated with HASC.

The Scope

The Grievance procedure applies to all swimmers, members, coaches, volunteers and parents within HASC. These categories are defined as follows:

- Member – an active participant who is a member of a particular coaching squad and SASA.
- Coach – a volunteer who is trained in swimming coaching and is responsible for coaching swimmers within the coaching squads. A coach is also a member of SASA.
- Volunteer – a parent or other adult who assists in the running of the club and may also be member of the Management Committee.
- Parent – an adult whose child is a swimmer within the club.

Guidelines

- You have the right to voice your concerns but please respect the rights of others within HASC and remember that all coaches, members of the Management Committee and those who take on other roles within the club are volunteers. The Management Committee will not tolerate Coaches, Volunteer or other members being abused in open areas 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 which is convenient to all parties and, should you want to raise a concern, would allow all parties to speak in private.
- Under no circumstances should the coach be approached on the poolside while the session is underway.
- **The process follows a number of steps, usually beginning with informally raising a concern to the Coach. If you are not satisfied with the outcome of the informal discussion, the next step is to follow the formal processes outlined in this document.**

Step 1 - Informal Procedure – Raising a concern

If your concern is related to your Child's 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.

Step 2 - Formal Procedures – Making a complaint/Raising a concern

Stage 1 – Submitting a complaint/concern to the Club

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 issue and you believe that your concern cannot be dealt with through the informal procedure, you should make a formal complaint or grievance in writing to the Head Coach. If the complaint is regarding the Head Coach, the complaint should be addressed to the President or Vice President in his or her absence.

Your complaint will be acknowledged within 7 days of receipt.

The respondent (the person against whom the complaint is being made) will be given the opportunity to respond to the complaint. On receipt of the complaint from the Head Coach or President/Vice-President, the respondent has 7 days to respond to the club representative.

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 be increased but you will be given reasons why within the time limits set out above.

Stage 2 – Requesting a Club Panel hearing

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 this request will be acknowledged within 7 days of receipt.

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 process, the respondent may enlist the help and assistance of another member or parent to provide support. They are allowed to attend the Club Panel with the respondent but are not allowed to answer any questions on your behalf.

The Club Panel will consist of a 5 people as follows:

- one member of the Management Committee acting as Chair;
- two other appropriate adults as appointed by the Management Committee, who have not been involved with the concern/complaint/grievance at the informal or formal procedure stage;
- one appropriate adult nominated by the respondent; and
- the Club Secretary whose role is to record the details of the discussion and carry out the process administration. The Club secretary will have no role in the discussion unless they are one of the nominated persons.

This composition should ensure an element of independence when dealing with concerns, complaints and grievances.

The Club Panel has the power to impose an appropriate fine or a suspension should the respondent be found to be responsible for the misconduct. Non-payment of a fine would result in a suspension.

Stage 3 – Right of appeal to Scottish Swimming (SASA)

If your complaint or grievance is not fully addressed and you are dissatisfied with the outcome, you have the right appeal to Scottish Swimming (SASA) no later than 30 days after you have received the outcome of the Club Panel.

For the avoidance of doubt, at all stages of the process, the use of email will be classed as putting your complaint in writing so long as it is addressed ONLY to the appropriate person depending on the stage of the complaint/grievance ie the Head Coach or President/Vice-President initially, latterly the Club Secretary and finally to SASA.

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 HASC believes that the complaint or grievance has been raised maliciously or in bad faith, the Management Committee will implement the HASC Code of conduct and this may result in the complainant or his/her child:

- receiving a verbal warning from the Head Coach;
- receiving a written warning from the Head Coach;
- receiving written notification of suspension from HASC; or
- receiving written notification of dismissal from HASC.

A written warning or written notification of suspension or dismissal will be sent to the complainant no later than 14 days from receipt of the complaint/grievance.

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 club website or if required in hard copy form via the club secretary.

Namely:

- HASC Constitution
- HASC Code of conduct
- HASC Club child protection policy

Contact Details

Head Coach

Telephone:

Email:

President

Telephone:

Email:

Vice-President

Telephone:

Email:

Club Secretary

Telephone:

Email:

Scottish Swimming

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

Telephone: 01786 466520

Email: info@scottishswimming.com

Issue Date 30/3/2016 Revision 01

Review date 1/9/2016