



OUR APPROACH TO RESOLVING COMPLAINTS AND GRIEVANCES

From time to time our club members, coaches, committee or external parties may raise issues that need to be resolved. To ensure complaints and grievances are addressed and resolved in a timely and positive manner the following procedure has been developed by the club committee

The scope of this procedure covers the club and its members.

Complaints may arise from:

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

It is anticipated that complaints and grievances are likely to be raised with the president, executive or committee members. In some instances, issues will be identified through general communications happening within the club. Therefore, this procedure assumes recipients of complaints and grievances will be those with a formal role in the operation of the club.

When complaints arise, the following actions will be taken:

1. The complaint will 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 as soon as practical.
3. If a coaching related complaint is unable to be resolved, the matter may be referred to a committee member/s who will act in the role as the Club Grievance Officer, after consideration by the President or member of the committee.

The complaint should be submitted in writing (email is sufficient) to the president and will be acknowledge by the club. Subsequent to the receipt of a written complaint the responsible parties should convene a meeting with the person issuing the complaint.

Club Grievance Officer – role and responsibilities

A Grievance Officer will be appointed by the Club Committee to manage individual grievance on case by case basis. The Club Grievance Officer will deal with all matters objectively and confidentially taking into consideration any relevant policies e.g. Child Safe Standards or rule/bi-laws.

Coaching issues/ complaints and grievances

The Club encourages simple issues or concerns relating to coaching to be raised with coaches at an agreed time, preferably prior to training. We ask that more significant Issues around coaching that require discussion occur at an agreed time before training with a member of the committee present.

In dealing with complaints the appointed 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 appointed Grievance Officer will document all discussions and correspondence and provide an outcome to the Executive Committee as required.

As a guide several examples of complaints and grievances are provided below.

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.
- Facilities and equipment.