

Complaints and Grievance Policy and Procedures

The Oxford Swans Swimming Club is committed to providing the best possible service to Helpers and members within the organisation and others with whom it comes in contact during the course of its work.

All complaints will be dealt with quickly and confidentially. Complaints can be made verbally (in person or by telephone) but it is preferred that complaints are made either in writing (by letter or email) so that any misinterpretation is avoided as far as possible. If it is preferred, an advocate may be appointed (chosen by the complainant) to act on the complainant's behalf.

A complaint against an individual

When a complaint is received the Oxford Swans Swimming Club will ensure that the person named in the complaint is informed about the nature of the complaint and if appropriate, the complainant is encouraged to resolve the issues raised directly with the person that the complaint is made against.

If a complaint concerns any member of the Committee, then the complaint should be addressed to the Chair of the club/group (or his/her deputy if the complaint is against the Chair him/herself). The Chair (or his/her deputy) will ensure that the person named in the complaint is informed about the nature of the complaint and if appropriate, the complainant is encouraged to resolve the issues raised directly with the person that the complaint is made against.

In both instances, if the issues raised cannot be resolved by the two parties or it is inappropriate for the person named in the complaint to contact the complainant then the club's/group's formal complaints procedure should be followed as set out below.

A complaint against the club

The complainant should direct the complaint to a member of the Committee of the club when the formal complaints procedure set out below will be followed.

Procedures

Formal Complaints

1. On the Committee receiving a complaint, within 7 days of receipt, all parties to the complaint will be informed that the complaint will be investigated and answered within 28 days of receipt. If it is not possible to complete the enquiry within that time, a letter will be sent to the complainant informing the complainant of the reason for delay and when a full response can be expected.
2. All complaints will be adjudicated by a suitable panel formed for the purposes of dealing with the complaint.

Where the complaint concerns a member of the Committee, the panel will consist of the Committee Chair (or his/her deputy where the complaint concerns the Chair) and at least 2 other members of the club who are not subject of the complaint.

The decision of any panel formed above shall be final but any such decision will not affect any other legal recourse that may be available to the complainant.

Please note that the Club will keep a record of all complaints received, investigated and the outcome of such investigations.

3. If the complainant does not receive satisfaction from the Club the complaint should then be addressed to the Chair of the Halliwick Association of Swimming Therapy (Halliwick AST) – halliwickast.chair@gmail.com in writing by email or letter.

Throughout all the stages of the procedure confidentiality will be maintained at all times.

Date policy agreed 31st October 2016

Date for review October 2018