

Ferndown Swimming Grievance Procedure

Statement of Intent

We are committed to providing a caring, friendly and safe environment for all of our members, so they can swim in a relaxed and secure atmosphere. The following is a rough guide to navigating the grievance procedures as set out by the club's constitution and the various guidelines provided by the ASA and Child Protection Policy.

Step by Step Grievance Procedure

Step 1:

Informally discuss concern with a member of the committee. If this action does not resolve the grievance or the grievance is sufficiently serious move onto step 2.

Step 2:

Submit a formal written grievance to the Club Welfare Officer. Unless a written grievance is submitted, there can be no formal investigation. This must be submitted ASAP after an incident, in line with the timescales specified by ASA Guidelines.

Once the Club Welfare Officer has received a grievance, an assessment will be made as to whether the Club has the authority to investigate the grievance. If not, an explanation will be given and a recommendation made concerning more appropriate avenues of complaint.

If the Club feels that it can investigate the grievance, this will involve interviewing all those involved, and liaising with the Club Coaches and other Committee Members as necessary. The ASA may also be contacted for advice or to report the incident. This will include the Legal and Child Protection Departments within the ASA.

Where possible, mediation will be offered to those involved.

If mediation fails and the grievance is upheld, this will result in the initiation of disciplinary action under the Clubs Constitution. Disciplinary Procedures, Child Protection Policies and ASA Guidelines.

We are committed to swift resolution of any matters raised.

Please contact Reuben Dear with any queries you may have regarding these policies.