



Wellington (Telford) Swimming Club

Affiliated to the West Midland Region ASA and Shropshire ASA
www.wellingtontelfordasc.co.uk



Complaints procedure

This procedure covers any expression of dissatisfaction about standards of provision, coaching, sessions or events being provided by Wellington Swimming Club, including actions or lack of action by the clubs coaches or volunteers. The procedure is primarily intended for use by swimmers or their parents/carers.

Safeguarding Allegation.

This policy does not cover safe guarding concerns, this is covered by the club safeguarding policy and ASA Wavepower document. Any safeguarding concern needs to be referred immediately to the club's Welfare Officer.

Complaint stages

Informal Complaints

Many causes for concern are as a result of a misunderstanding, which can be quickly resolved at the early stages. Swimmers and parents/carers with a concern are encouraged to raise this informally, in the first instance, with the person most responsible for that role.

The coach or person who receives the concern is expected to investigate, reach a conclusion and feed this back to the swimmer or parent/carer within 15 days of the concern being raised.

Records of such a concern will not normally be retained or recorded, unless the complainant wishes it to do so.



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Formal complaints: stage 1

If the informal stage of the complaints procedure has not produced an acceptable resolution of the complaint, a formal written complaint may be made. A formal complaint should be logged within 20 days of the act or omission giving rise to it. Only in exceptional circumstances will a complaint be considered outside of this time scale. Complainants in some circumstances may choose to make a formal complaint without going through the informal procedure.

Any written complaint is automatically considered to be a formal complaint.

To enter a formal complaint the complainant must put the complaint in writing to the club secretary. If formal complaints are received by any other volunteer these should be forwarded to the club secretary before any further action is taken. The club secretary will then forward the complaint to the appropriate appointed committee member who will then:

- 1) Provide a written acknowledgement to the complainant within 5 working days, informing them of receipt and investigation.
- 2) Inform any volunteers, coaches or committee members concerned within 3 working days that a complaint has been submitted.
- 3) Investigate the complaint, this may involve meeting the complainant.
- 4) Identify appropriate course of action in an attempt to resolve the complaint.
- 5) Provide a written response to the complainant.
- 6) Feedback to club secretary so that a formal log can be completed and documents saved.



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In all stages of this process email communication is an acceptable form of written documentation.

Where a committee member has a vested interest or a family connection to any of the parties involved in the complaint, they should report this conflict of interest and allow another appropriate member of the committee to take charge. This includes any committee discussion which may take place about the complaint. In the interest of all parties involved they must be excluded from this process.

It is expected that almost all complaints should be capable of resolution at stage one following this procedure and that the matter will be resolved within 20 working days where possible. If it has not been possible to resolve the complaint satisfactorily the complainant has the right to appeal.

Formal complaints: stage 2 –Appeal.

The appeal request should be made in writing to the club chair stating the grounds on which the appeal is based.

If an appeal is deemed appropriate by the chair he/she will hold an appeal hearing, which isn't intended to repeat the detailed investigation of the complaint, but to focus on specific factors which the complainant feels has received insufficient consideration, for example, inappropriate conduct of the investigation or unfairness of the investigation. If the club chair has a family connection or conflict of interest in the complaint then an alternative appropriate chair will be sought, usually the vice chair if in a position to do so.



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The club chair may decide that there are insufficient grounds for an appeal, in which case the complainant will be notified and there will be no further right of appeal to the club.

If a hearing is to be held it will normally take place as soon as is reasonably possible following receipt of the appeal letter, this will be no later than 20 working days. Appeals will be heard by the club chair who will have the final say on who will be present at the hearing. The complainant has the right to be accompanied to the hearing by a person of their choosing, the name and any status of this person will be notified to the chair at least 5 days in advance of the hearing. Any coach or volunteer involved will also be invited to attend and be accompanied by a person of their choice.

The club secretary will be present at the hearing to keep a record of the proceedings and the club reserves the right to have a legal advisor or an ASA representative present during the hearing. Both the complainant and the volunteer involved in the earlier stage of investigation will be asked to submit and present evidence and be questioned on the evidence provided. If witnesses are called as part of the evidence, all parties have the right to question such witness.

When all evidence has been heard, the hearing will be closed and the club chair will consider the merits of the complaint before reaching a decision. The club chair will, whenever possible, inform the complainant of the outcomes of the hearing, in writing, no later than 5 working days after the hearing. The decision of the club chair is final and there will be no further right of appeal to the club. Email communication is an acceptable method of written communication during stage 2 of the complaints procedure unless the complainant requests an alternative route.



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Monitoring and recording of complaints.

The monitoring and recording of all formal complaints is the responsibility of the club secretary, who will ensure that an annual review takes place and the number and nature of formal complaints received during the preceding year is made available to the committee.

January 2017.



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