

# Sedbergh Swimming Club

## Complaints Procedure

### Background

Sedbergh Swimming Club takes its responsibilities towards members and visitors seriously to ensure that it provides a safe environment for all. It has adopted policies that are in line with Swim England's guidelines and welcomes constructive interaction with members and others. Notwithstanding this it recognises that on occasions individuals may wish to register a complaint. In such cases it will follow the procedure below.

### Policy

If an individual raises a complaint then the Club will aim to deal with it promptly, fairly and in confidence. Wherever possible such matters should be dealt with amicably between the complainant and an appropriate member of staff.

In the event that an individual considers that he or she has suffered discrimination in any way or that the Club's Policies, Rules or Codes of Conduct have been broken, they should follow the procedures below:

1. A complaint shall be submitted in writing to a member of the Management Committee within 7 days of any incident. The Management Committee consists of the following members of staff – Chair, Treasurer, Membership Secretary, Secretary, Lifeguard Secretary, Continued Professional Development Officer and the Welfare Officer.

The complaint should include:

- a) Details of what, when and where the incident took place
- b) Any witness statements and names
- c) Names of any others who have been treated in a similar way
- d) Details of any former complaints made about the incident
- e) Preference for a solution to the incident.

2. Once received the complaint will be dealt with by an appropriate member of the Management Committee who will aim to resolve the matter. If the complaint is not resolved to the satisfaction of the complainant then the matter will be brought to the attention of the Club's Management Committee.

3. The Club's Management Committee will consider the complaint and respond back to the complainant in writing setting out their decision with reasons.

4. The Club's Management Committee shall have the power to:

- a) Remove from membership any individual found to have broken the Club's Policies or Codes of Conduct;
- b) Suspend an individual member;
- c) Warn an individual as to future conduct.

5. The decision of the Club's Management Committee shall be final and there shall be no right of further challenge.

Adopted 27 January 2020