



Issue No. 03

Date: 01/05/11

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The Purpose

The purpose of this Grievance Procedure is to ensure that all Swimmers, Members, Coaches, Team Managers and Parents are aware of the procedure which should be followed when voicing a concern, making a complaint or raising a grievance with REN 96 Swim Team. This procedure will ensure that any concerns/complaints/grievances are dealt with timeously and lessen any stress or anxiety that these situations may be causing anyone associated with REN 96 Swim Team.

The Scope

The Grievance Procedure applies to all Swimmers, Members, Coaches, Team Managers and Parents within REN 96 Swim Team.

General Guidelines

- You have a right to voice your concerns but please respect the rights of the Squad Coach and accord them respect. The Management Committee of REN 96 Swim Team will not tolerate Squad Coaches being abused in open areas in front of other swimmers and parents.
- If you would like to have an informal chat with the Squad Coach, seek an appointment with them. This will give the Squad Coach the opportunity to set some time aside for you and if you want to voice a concern, would allow you to speak to the Squad Coach in private.
- You should be aware that it may not be possible for the Squad Coach to speak to you at the start of the session as it is important to get the session underway and the Squad Coach may have other commitments at the end of the session and need to leave the session promptly.
- Under **NO** circumstances should the Squad Coach be approached on poolside while the session is underway.

Informal Procedure - Voicing A Concern

Step 1

If your concern is related to your child's performance, behaviour or attitude, the running of a squad or any other issue which is causing you concern and you believe that your concern can be dealt with quickly you may wish to voice a concern informally. This should be addressed to the Squad Coach.

Step 2

If your concern is not fully addressed and you are dissatisfied with the outcome you have the option of following the Formal Procedure detailed below.

Formal Procedure – Making A Complaint/Raising A Grievance

Step 1

If your concern is related to your child's performance, behaviour or attitude, the running of a squad, the general operation of the Club or any other issue which is causing you concern and you believe that your concern cannot be dealt with through the Informal Procedure then you should make a formal complaint/grievance in writing to the Head Coach and send it to the Club Office, details are given below. Your complaint will be acknowledged within 7 days of receipt.

You will receive a written response from the Head Coach within 14 days of receipt of your complaint/grievance.



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Step 2

If your complaint/grievance is not fully addressed and you are dissatisfied with the outcome you have the option of requesting that your complaint/grievance be heard by the Club Enquiry Panel. You should make a formal request in writing for your complaint/grievance to be heard by the Club Enquiry Panel and send it to the Club Office. Your request will be acknowledged within 7 days of receipt.

You will receive written notification of the date and time of the Club Enquiry Panel within 14 days of receipt of your request. You will receive a written response from the Club Enquiry Panel within 7 days of the Club Enquiry Panel meeting.

Step 3

If your complaint/grievance is not fully addressed and you are dissatisfied with the outcome you have the right of appeal to Scottish Swimming no later than 30 days after the Club internal process has been exhausted.

Malicious Complaints/Grievances

If a complaint/grievance is found to be malicious the Management Committee of REN96 Swim Team will implement the Code of Conduct and this may result in the Complainant:-

- (a) Receiving a verbal warning from the Head Coach.
- (b) Receiving a written warning from the Management Committee.
- (c) Receiving written notification of suspension from REN 96 Swim Team.
- (d) Receiving written notification of dismissal from REN 96 Swim Team.

A written warning or written notification of suspension/dismissal will be sent to the Member no later than 7 days from the date of any disciplinary meeting.

Club Enquiry Panel

The Club Enquiry Panel will consist of Members of REN 96 Swim Team, as appointed by the Management Committee, who have not been involved with the concern/complaint/grievance at the Informal Procedure stage or Step 1 of the Formal Procedure. This will ensure an element of independence when dealing with concerns/complaints/grievances.

Contact Details

Club Office: Johnstone Swimming Pool, Ludovic Square, Johnstone PA5 8EE
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Email: ren96@btconnect.com
Website: www.ren96.com

Affiliated to Scottish Amateur Swimming Association and supported by Renfrewshire and East Renfrewshire Councils.

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