



Flitwick Dolphins Swimming Club Grievance Procedure

The Committee of Flitwick Dolphins Swimming Club (FDSC) always welcomes compliments and positive feedback in order that we can work towards becoming a more successful, competitive and friendly swimming club. Any compliments and positive feedback will be shared with all parties involved.

The Committee also recognises that on occasions there may be a need for someone to make a complaint. It is our aim to deal with these fairly and as confidentially as possible. As a Committee we view complaints or grievances seriously and aim to use them as a learning tool.

If a parent or swimmer has an issue or concern, in the first instance please look at our various policies which are held on our website <http://www.flitwickdolphins.com> via the **Resources** section. One of these may assist in resolving the matter. Otherwise, the following provides guidance on how to deal with any problems.

Grievances relating to another Swimmer

There are two initial points of contact for minor issues and complaints:

- Club Captains: We have two Club Captains, one male and one female, voted for by the swimmers. They are available to all swimmers to help resolve any difficulties and work closely with the coaching staff to this end.
- Parent Liaison Officer : A Committee Member with whom both parents and swimmers can discuss all issues informally and who works with the Head Coach and Coaching Team to resolve minor problems.
- If the problem persists, parents or swimmers should contact the appropriate Assistant Coach/Poolside Helper.
- If the grievance still remains unresolved, the Club Welfare Officer or Head Coach should be contacted.

Grievances relating to Coaching Staff

- Swimmers' concerns regarding session content and other swim-related issues to be raised in the first instance with their Club Captains, or if they prefer, with the Parent Liaison Officer.
- Parent or swimmer concerns relating to behavioural issues of Assistant Coaches or Poolside Helpers should be raised with the Parent Liaison Officer or, if considered to be serious, the Club Welfare Officer.
- Parent or swimmer concerns relating to behavioural issues of the Head Coach should be raised with the Parent Liaison Officer or, if considered to be serious, the Chairman of the Club.

Grievances relating to a Member of the Committee

- Parent or swimmer concerns relating to any Committee Member should be raised with the Club Welfare Officer or the Chairman of the Club.

If a grievance remains unresolved after the above procedures have been followed, then contact with the Club Welfare Officer should be made in writing and a formal investigation will be made by a Complaints Sub-Committee. Please provide full details together with your name and contact details. Please explain as clearly as possible who is raising the grievance (ie whether a swimmer or a parent), details of the problem and the names of those involved. In this instance, it is necessary to notify all parties in order to undertake a thorough investigation. Unfortunately we will be unable to investigate anonymous complaints.

If a grievance is upheld by the Committee, then disciplinary action may be undertaken as outlined in the Constitution.

(This Grievance Procedure will not affect your normal rights in British law.)

Chairman:.....

Dated.....