



Grievance Procedure

The purpose of this procedure is to give guidelines to parents or swimming members or club helpers the opportunity to raise issues of concern to club officials.

The ASA Code of Ethics will be adhered to when dealing with matters raised.

The grievance committee will be made up of the Welfare Officer, Club Chairperson and one other Board Member.

- A parent or swimmer should draw the grievance to the attention of the Welfare Officer at a suitable time so as to cause minimal disruption and agree to discuss the issue at a suitable time and place agreeable to both parties.
- The details of the grievance should be discussed with the Welfare Officer in an orderly manner.
- If the matter cannot be resolved amicably the Welfare Officer at the first opportunity should take the issue to the Club Chairperson.
- The Club Chairperson on witnessing both parties would decide on the best course of action, which based on his/her assessment may invoke further discussion or refer the matter to the grievance committee, who will mediate and submit its recommendations to the full Board.
- If a satisfactory resolution is not apparent the aggrieved should then raise the issue at Board level, through a written letter addressed to the Board members via the Club Secretary.
- The matter will be discussed at Board level and the relevant course of action selected. The decision of the Board is

final.

- The utmost effort will be made to resolve the grievance within 1 month of the issue arising.

The grievance committee is empowered to mediate on issues concerning:

- Discipline
- Swimmers Grievance
- Parental Grievance
- Club Helper Grievance
- General Behaviour
- Interpretation of Club Rules.

*NB The aggrieved has the right to appeal in writing to the Board against the grievance committee's ruling.*