

## Morpeth Amateur Swimming Club Complaints Procedure

This Document explains the rules on how disputes and complaints will be addressed and resolved within Morpeth Amateur Swimming Club.

### Definition:

**Dispute:** A difference of opinion either between members or on matters concerning the running of the club.

**Complaint:** A formally expressed dissatisfaction, frustration or annoyance over an item relating to activities undertaken by the club.

### Process:

The following process should be followed if any person associated with the club has a dispute or complaint regarding their treatment during any club activity. They should;

1. Bring this to the attention of their Coach or the club in the first instance. The club encourages and will ask that you use informal discussion to resolve issues. The club will ask if you have tried to talk the issue through with all parties first as this provides an opportunity for an early resolution as quickly as possible. If after talking the issue through then there is still a problem the next steps should be taken.

2. The Dispute or Complaint should be made in writing, by email or letter, to the MASC Chairperson within seven days of the incident arising, stating;

- The nature of the issue
- The action that was taken by the club
- The reasons why the action is disputed or Complaint raised
- The date and time of the incident
- The names of any witnesses to the incident.

3. The Chairperson will acknowledge the Dispute or Complaint by reply using the same method as received.

4. The Chairperson will appoint an independent Investigator – normally the club Welfare Officer.

5. The Investigator has fourteen days, from date of acknowledgement to provide an email or written response to committee with the findings and recommendation of any actions that need to be taken.

6. The Chairperson and another member of the Committee will then meet with the complainant to discuss the outcome of the findings and what action will be taken.

Appeal:

If the complainant is still not satisfied then the Complaint should be escalated to the Amateur Swimming Association (ASA).

MASC            <https://www.morpethswimmingclub.com/>

ASA              <http://www.swimming.org/swimengland/>