

## TAUNTON DEANE SWIMMING

### GRIEVANCE PROCEDURE

This procedure will cover swimmers, parents/guardians, officers and employees of TAUNTON DEANE SWIMMING.

The aim of this procedure is to resolve individual grievances fairly and speedily. A reasonable timescale for dealing with the matter should be agreed at each stage of the procedure. The expectation is that Stages 1 to 3 will normally be completed within four weeks. If at any stage the grievance is found to be in breach of ASA Law the procedure will be halted and the matter referred to the ASA

**Pre FORMAL PROCESS** for swimmers would be an approach through their squad representative.

#### **STAGE 1**

Any swimmer, parent / guardian, officer, employee, coach, teacher or helper who has a grievance should contact an Officer (Chairperson, Hon Secretary or Hon Treasurer) of the Club outlining their grievance. An informal meeting will be set up with the Officer and another member of the committee. The person maybe accompanied by a responsible adult and in all cases junior members must be accompanied by their parent or guardian. The discussion(s) will be recorded and upon completion copies of the notes will be distributed to persons present for signing. A signed copy will be forwarded to the Club Secretary.

#### **STAGE 2**

If it is not possible to settle a grievance having completed Stage 1 a person may progress the grievance procedure to a sub committee of three committee members mutually acceptable to both parties setting out brief details of the grievance in writing. In any discussion that follows, the individual may if he/she chooses be represented by a fellow member of the club and in all cases junior members must be accompanied by their parent or guardian. The discussion(s) will be recorded and upon completion copies of the notes will be distributed to persons present for signing. A signed copy will be forwarded to the Club Secretary.

#### **STAGE 3**

If the grievance remains unsolved, the individual may refer the matter to full committee for discussion. These discussions will be recorded. The committee's decision will be final.

Grievances may be referred to the ASA at any stage.