



Complaints Procedure

If you have a complaint or are dissatisfied about some aspect of the Club and the way it is conducted please follow the procedure set out below to ensure that your concerns are fully investigated and appropriate action is taken where necessary.

PLEASE NOTE: this procedure is not for use in cases where you are dissatisfied with your child's progress in swimming. That is a matter solely for the Head Coach. If you wish to discuss swimming progress, please email buxton@buxtonswimmingclub.co.uk to make an appointment with the Head Coach. Do not expect to see the Head Coach when he/she is on poolside as they are coaching other swimmers. A little advanced warning will also enable the Head Coach to gather specific information about your swimmer from the other teachers - he/she cannot be expected to know everything about every swimmer in the club.

1. Discuss your complaint/concern informally with the appropriate member of the Committee.
2. If this fails to resolve your complaint you should put your complaint in writing, giving as much detail as you can, and send it to a member of the Committee, preferably the Secretary (details on the notice board).
3. The Committee member will acknowledge your complaint in writing and forward it to the Chairman (unless it is about the Chairman in which case it will be forwarded to the Vice Chair).
4. The Chairman or Vice Chair, if the Chairman so directs, will investigate your complaint and report his/her findings to the next regular meeting of the Committee immediately following the receipt of your complaint. If your complaint is received 7 days or less before the next Committee meeting, it will be noted but not considered until the following meeting to allow proper time for investigation.
5. At its meeting, the Committee will consider your complaint and the outcomes of the investigation and will determine the complaint.
6. The Committee will set out its decision, with the brief grounds for it, in writing and provide you with a copy of it within 7 days of the determination.

The decision of the Committee in relation to the complaint is final and will not be discussed further.

More information can be found at:

<https://www.swimming.org/members/how-to-resolve-issues-with-your-club/>

Welfare issues should be directed to welfare@buxtonswimmingclub.co.uk