

COMPLAINTS AND GRIEVANCES POLICY

POLICY STATEMENT

Date endorsed: 15 Sept 2015

Update: 20 February 2019

Our commitment

Irrespective of the operational activity it is realistic to assume that a complaint is likely to be received at some stage.

Complaints may arise from:

- Individual swimmers
- Parents
- Members of the public
- Coaches
- Other clubs (swimmers/coaches/parents)

When complaints arise, the following actions should be taken:

1. The complaint should be heard and acknowledged by the appropriate person:
 - Swim related complaints should go to the coach
 - Non-swim related complaints should go to the President.
2. If the issue can be resolved immediately or with a simple course of action within the recipient's area of responsibility, then the issue can be dealt with by the recipient. It is important to note that resolution of the issue is assisted at this initial time by involving only those who need to know of the complaint.
3. On receipt of a complaint the relevant responsible parties should deal with the matter expeditiously ensuring that all discussions and correspondence are recorded and retained.
4. If a complaint is unable to be resolved, the matter may be referred to the Club Member Protection Information Officer (MPIO). The complaint should be submitted in writing – upon the receipt of a written complaint, the responsible parties should convene a meeting with the person issuing the complaint.

Role of the MPIO

The MPIO is appointed by the Club Committee on a season-by-season basis. They shall deal with all matters objectively and confidentially, taking into consideration any relevant policies (e.g. member welfare and child welfare), standards or rules.

The Club encourages issues or concerns relating to coaching to be raised with squad coaches. However, the MPIO is an independent person that anybody can seek advice from.

In dealing with complaints, the MPIO shall seek input from all relevant parties and if required may consult with external experts in order to seek resolution of the matter. The MPIO shall document all discussions and correspondence and provide an in-confidence report to the Executive Committee as required.

Current MPIO: Rebecca Gleeson, r.gleeson@squidink.com.au

Grievance flow chart

Please follow this flow chart for lodging and resolving complaints.

