

DAWLISH SWIMMING AND LIFE SAVING ASSOCIATION

Affiliated to the ASA. Swim21 Accredited President Norman Storey Founded 1865

Grievance Policy

The aim of this policy is to ensure that all grievances are resolved as quickly as possible and also, wherever practicable, at the level at which they arise.

This policy applies to all Coaching staff, Committee members and members of Dawlish Swimming and Life Saving Association.

In accordance with the club's Equal Opportunities policy, this policy and procedure will not discriminate, either directly or indirectly, on the grounds of gender, race, colour, ethnic or national origin, sexual orientation, marital status, religion or belief, age, union membership, disability, offending background or any other personal characteristic.

The Club encourages the use of informal discussion to resolve grievances. Therefore any member who wishes to express a grievance should first discuss the issue with the club Chairman or other appropriate member of the committee, unless they feel unable to do so. This provides an opportunity for issues to be resolved without recourse to the formal procedure.

Committee members are encouraged to seek the advice of the Chairman or Child protection Officer as they seek to resolve grievances.

Any member using the formal procedure must set out details of the alleged grievance in writing and send the written complaint to the Chairman or other appropriate committee member.

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Procedure

1. The Club officer dealing with the grievance must invite the member to meeting, to allow the member to discuss their grievance. The member must inform the Club officer of the basis for the grievance. The member may be accompanied by a companion at every stage of the procedure.
2. This meeting should be held as soon as possible but no later than 14 days following receipt of the grievance. The member must take all reasonable steps to attend this meeting. If this cannot be achieved, the reasons for delay are to be recorded. The timing and location of the meetings must be reasonable to all parties.
3. In advance of the meeting all parties should be provided with copies of this grievance procedure and all relevant documents including the grievance letter.
4. Both the aggrieved individual and the presenting officer should prepare a statement of case setting out their views and relevant facts. These should be exchanged in advance of the hearing.
5. Both the aggrieved member and the presenting officer will be permitted to call witnesses at the hearing. Where possible, they should obtain witness statements to be exchanged in advance of the hearing.
6. The grievance will be fully considered and the member informed of any decision in writing within a further 5 days of the meeting.
7. Where it is not possible to meet this timescale because further investigation is required, any extension to the deadlines set out in this procedure should, if possible, be agreed with the complainant. Reasons for the extensions must be recorded and an estimation of the revised timescale given.
8. Parties to the grievance are required to take all reasonable steps to meet the timescales outlined. Where this is not possible, the parties must keep each other informed and proceed without delay.
9. All meetings will be conducted in a manner which enables both sides to put forward their cases.
10. In cases where two or more members raise a grievance on the same issue, this will be known as a "Collective Grievance". In such cases, an appropriate representative may set out details of the grievance in writing on behalf of the members.

Appeals

11. If the member considers that the grievance has not been satisfactorily resolved, then they must inform the Club officer that they wish to appeal against the grievance panel's decision. An appeal must be made in writing and received by the Club officer within 10 days of the member being informed of the decision. The appeal should be sent to the Club Chairman or appropriate Club Officer.

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12. Should the appeals procedure be invoked, the member will be invited to an appeal meeting. The appeal meeting will be chaired by an appointed ombudsman, agreed by both parties. This meeting should take place as soon as possible but no later than 10 days of receipt of the application to appeal. Where this is not possible, reasons for the delay are to be recorded and agreed.
13. The original papers together with the new statement(s) of case and the notes of the first hearing should be circulated to all parties in advance of the appeal meeting.
14. The member should be informed of the outcome of the appeal in writing within 5 working days of the appeals meeting taking place. There is no further right of appeal.

Post Termination Grievance

15. The above procedure will also apply in cases where the complainant is no longer a member of the Club.

GRIEVANCE APPEAL PROCEDURE

Appeals will normally be heard by an ombudsman aided by one other senior Club Officer, not previously involved in the case.

The procedure for an appeal hearing is as follows:

1. The Club Officer side will present their case first, explaining the reasons for the action they have taken, including calling of any witnesses.
2. The member will then be able to ask any questions about the case the Club Officer has presented.
3. The Club president will also have an opportunity to ask any questions.
4. The member will then be asked to present their case to the panel, including calling of any witnesses.
5. The Club Officer may then wish to ask the member any questions about their case.
6. The appeal panel members will also have the opportunity to ask any questions.
7. Both parties will have the chance to sum up their case.
8. There will then be an adjournment when both sides will be asked to leave the room while the appeal panel consider the information they have heard and reach their decision.
9. The decision of the panel will be communicated to both parties verbally, following the adjournment wherever possible, and in any case will be confirmed later in writing (again to either party), no later than 5 days after the Appeal Hearing.