



Orpington Ojays Disputes & Complaints

The Club acknowledges that there will be occasions when a dispute will arise concerning swimmers, coaches, parents or the committee and we feel that the following procedures will enable the Club to investigate and take the appropriate action.

Any concerns of a child protection nature with regard to any individual involved in the sport of swimming will be referred to the ASA.

The Club only has the power to legislate for a breach of our own rules/constitution; we do not have the power to handle a dispute of or relating to a member of another club, nor to deal with an offence against ASA Law.

It is hoped that any dispute will be resolved amicably and no further escalation will be necessary.

In order to ensure that all such instances are treated equitably and fairly the following procedure should be followed.

Procedure

1. If you wish to report a dispute with any matter affecting the club, then in the first instance you should email the Club Welfare Officer (CWO) detailing the dispute, the parties involved and the relevant date(s) and time(s) of the incident.
- 2.
3. On receipt of the dispute:
 - The CWO will contact the complainant, as soon as possible and no later than 7 days, and make every effort to resolve the matter by informal discussion;
 - or**
 - In difficult cases a meeting to include CWO and the Club Secretary will be set up, as soon as possible and no later than 14 days, with the complainant to resolve the matter. The CWO will notify all parties of the date, time and venue of the panel.
4. If it is necessary to escalate the complaint further, a Panel will be established, as soon as possible and no later than 14 days after step 2 to hear the case.
5. The CWO will notify all parties of the date, time and venue of the panel. The panel will consist of three committee members who are not involved in the dispute; normally the CWO, the Club Secretary and one other member from the Committee.
6. All parties will be fairly treated.
7. Anyone under 18 years of age must be accompanied by a parent/guardian.

8. All parties will be given a copy of the relevant paperwork, prior to the hearing.
9. The complainant will have the opportunity to present their case first, the other party will have an opportunity to respond.
10. Witness statements can be submitted to the panel for consideration but witnesses will not be called to the hearing.
11. Upon completion the panel will send written confirmation of the panel's decision to all parties within five days of the hearing date.
12. If you are dissatisfied with the Committee's decision, you will have the right to appeal within 14 days of receipt of notification.
13. The Club Chair will consider the whole matter and will either:
 - Reject the appeal and uphold the original decision
 - or**
 - Uphold the appeal and review the original decision
14. The Club Chair will advise you of their decision in writing within 14 days of receipt of the appeal letter.
15. Notwithstanding, if during a training session a situation arises and the coach or club officer feels it is warranted then they have power to invoke a temporary exclusion from that training session, they are then required to report the incident and the normal procedure as shown above should be followed.