



## **DINGWALL AMATEUR SWIMMING CLUB GRIEVANCES PROCEDURE**

Any person dissatisfied with any matter connected with the Club should:

- In relation to any coaching or training matters, raise the issue with the Head Coach
- In relation to any other matter affecting the Club's activities, raise it with the Club President

If you are dissatisfied with the response given or decision made or if the issues relates to the Head Coach or Club President, you should raise the matter formally with the Club Secretary by writing to the Club Secretary giving details of your concerns and why you are unhappy with the response or decision given.

Unless the matter is considered urgent, the Club President will normally consider your letter at the first available meeting of the Committee and will investigate and discuss the matter as required and will undertake to consider and determine all matters as quickly, fairly and as reasonably as possible.

The Committee will normally advise you of their decision in writing within 14 days of the meeting and will endeavour also to advise you in writing of any further developments in relation to the grievance raised.

If you are dissatisfied with the Committee's decision, you will have the right to appeal within 14 days of notification and should do this in writing to the Club President.

The Club President will consider the whole matter anew, including your letter of appeal and may carry out further investigation or discussion at his/her discretion and will determine the matter by one of the following:

- By upholding the original decision
- By upholding your letter of appeal
- By substituting his/her own decision in the matter

The Club President will advise you of his/her decision in writing within 14 days of receiving your letter of appeal.