



Heart of Midlothian ASC: Complaints procedure

If you are dissatisfied with any matter affecting the club for example the coaching programme provided by the Club, your role within the club (if any), the swimming programme, general supervision within the club, or any other matter directly affecting the Club's activities, then you should in the first instance: -

- Raise the matter informally with the Club Coach (headcoach@swimhearts.com) or in their absence, or if it relates to any coaching or training programme or a supervision matter, the President (president@swimhearts.com).
- If it relates to any other matter affecting the club's activities raise it informally with any member of the Club Executive Committee.

Informal conciliation

If willing to participate Scottish Swimming will organise an independent facilitator to work through the issues towards informal resolution of the complaint. A meeting would be organised in which both the complainant and respondent would attend along with facilitator, club President and club Secretary.

- You will be issued a form to make the complaint.
- The complaint should reach the club no later than 30 days after the incident.
- Within 14 days of receipt of the complaint the club shall send a copy to each of the parties involved.
- The respondent will also be issued a form and allowed 14 days to respond.

If this mediation does not work or you are dissatisfied with the response given or decision made you should raise the matter with the Club Complaint Panel (CCP) by contacting the Club Secretary (secretary@swimhearts.com).

Formal procedure for dealing with complaint

- A meeting shall be arranged by the CCP Chair (secretary) to consider the complaint, it must be within 60 days of receipt of the complaint and parties will be given 14 days notice of the arrangement.
- The proceeding shall be flexible and shall be at the discretion of the Chair who shall ensure that notes of the proceedings are taken.
- The chair of the panel shall arrange for a decision to be communicated in writing to the parties within 14 days of the meeting.

Appeal Process

If you do not agree with the club's decision, there is LEAVE TO APPEAL against the decision taken by the club. The appeal shall be made by lodging the appeal with Scottish Swimming no later than 14 days after the receipt of the written notification of the decision. A fee will be payable to Scottish Swimming for this service.