

Lordsfield Swimming Club

Complaints Policy and Procedure

General statement

Lordsfield Swimming Club aims to provide its members with the best possible service. We positively welcome suggestions you may have as to how we can improve our procedures.

Usually, a word with the Lead Pool Rescuer or a member of the desk team will suffice should a problem arise. However, we recognise that from time to time there may be occasions when members of the Club feel that the quality or level of service provided fall short of what they could reasonably expect. We also want to know about these occasions so that we can make good the problem and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it.

This is what you should do:

1. If you have a complaint to make, it should be made initially to the Lead Pool Rescuer or a member of the desk team who will try to resolve the issue informally.
2. If the issue is serious, or you are not satisfied after raising it with the Lead Pool Rescuer or member of the desk team you should make a formal complaint.
3. Your complaint should be made in writing (or email to: operations@overtonswim.org.uk) marked "Private & Confidential", and sent to the Head of Operations on the Management Committee who will acknowledge it in writing or by email (normally within 7 days of receipt). Remember to keep a copy of your letter.
4. The Head of Operations shall, in consultation with the Chair of the Trustee Board, investigate the complaint.

If a complaint relates to the Head of Operations, then the Chair of the Management Committee or Chair of Trustees will make the initial investigation

5. The Head of Operations shall communicate the results of the investigation to you within a reasonable time - normally 21 days.
6. You have the right, if dissatisfied with the results of the inquiry, to put your case in writing or personally to a panel comprising at least three members from the Lordsfield Swimming Club Trustee Board.

If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The panel also has the right to have an advisor present).

7. The decision of the panel will be final.
8. Where appropriate, Lordsfield Swimming Club will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.
9. All formal complaints and the response made to them will be recorded and filed in a secure place.
10. The Trustee Board shall be informed by the Head of Operations at the first available meeting of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of Lordsfield Swimming Club's self-evaluation.

Lordsfield Swimming Club's complaints procedure will be publicised to members on the Club's website

Dated: September 2019

Reviewed: March 2023

Next Review date: March 2025