



Complaint/Disciplinary Procedure

Document Control Log

Change History

| Version | Release Date | Description of Changes | Requested By |
|---------|--------------|---|----------------|
| 1.0 | May 2021 | New document replacement for current 2010 edition | Exec Committee |
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Complaint/Disciplinary Procedure

Objective

Black Lion swimming club is committed to enforcing the Code of Conduct relating to its members. If a breach is considered to have been made by a parent/swimmer/member then this policy is designed to guide the Black Lion committee/Club Secretary/Welfare Officer(s) and inform parents/swimmers/members of the discipline/complaint process. The primary objective is to encourage all to comply with the Code of Conduct and fulfil their obligations as set out in the club's policies.

Complaint(s)

1. All complaints are to be responded to within 7 days
2. Aim to remediate complaint within a further 7 days
3. Aim to resolve complaint within 14 days
4. All complaints to utilise the internal dispute process

Internal Dispute Process

It is anticipated that most issues can be appropriately, effectively and quickly dealt with through informal intervention, interaction and discussion by the Coaches, Club Secretary / Welfare Officer(s) with those parties responsible. The Coaches or Club Secretary / Welfare Officer(s) may use their discretion and judgement to initiate and repeat the internal dispute process on any number of occasions prior to moving to Stage 1 of the disciplinary process, which should always be the next step once it is clear that normal interventions or interactions are not resolving the matter.

Disciplinary Process

Stage 1 - Verbal Warning

Where a parent/swimmer/member is in breach of the Code of Conduct is persistent and is not resolved at the internal dispute process, then the Club Secretary / Welfare Officer(s) may issue a verbal warning, a note of which will be entered into the swimmers/members/parent(s) club membership file, copied to them in writing and may be referred to should there be any further incidents arising.

Stage 2 - Written Warning

In the case of more serious incidents, or if a further offence occurs (whether of a similar or different nature) a written warning will be issued to the swimmer/parent/member by the Club Secretary / Welfare Officer(s). This will give reasons for the warning, the improvement required and the date when the warning expires. It will warn that actions under Stage 3 of the disciplinary procedure will be considered if there is no satisfactory improvement or further acts of misconduct occur and will advise of rights of appeal. A formal hearing can be requested on receipt of the written warning with the potential outcome of the written warning being downgraded to a verbal warning.

A note will be entered into the parent's club membership file, copied to them in writing and may be referred to should there be any further incidents arising.



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Any appeal against the written warning must be submitted to the Club Secretary within 14 days by formal letter. Upon receiving an appeal, the Club Secretary / Welfare Officer(s) will organise an independent assessment of the case and report within 28 days unless there is good reason to extend the time frame.

Stage 3 – Suspension or Termination of Membership

If conduct is still unsatisfactory and the member still fails to reach the prescribed standards despite receiving a written warning, or if the member has committed an act of gross misconduct, their membership to Black Lion swimming club may continue to be suspended and/or terminated. Suspension or termination of membership may result from a serious breach of any of the club codes or policies or those of Swim England.

The Club Secretary / Welfare Officer(s) can make a recommendation to the committee to terminate an individual or family membership following presentation of the incident by the Club Secretary / Welfare Officer(s)

Before termination of membership is made, a full investigation should be carried out.

Any appeal against termination of membership must be submitted to the Club Secretary within 14 days by formal letter. Upon receiving an appeal, the Club Secretary / Welfare Officer(s) will organise an independent assessment of the case and report within 28 days unless there is good reason to extend the time frame.

The following are examples of behaviors which are considered to be acts of misconduct. In serious cases they may be deemed to be acts of gross misconduct and may lead to instant suspension or termination.

- Bully Swimmers and other club members physically, orally or in written communication, either directly or indirectly.
- Emotional abuse.
- Inappropriate image capturing on any devices.
- Undermining coaching and teaching staff either orally or in written communication either directly or indirectly.
- Acting in conflict with Black Lion swimming club's Code of Conducts or Wavepower or any other policy documents and procedures.
- Physical or Oral abuse or refusal to obey lawful instructions
- Gross breach of safety requirements likely to endanger other people or you or to cause damage to club/hired property.
- Being under the influence of alcohol or drugs or possession of illegal drugs.
- Theft, fraud, or other criminal acts.
- Fighting and/or assaulting another person.
- Causing deliberate damage to club/hired property.
- Gross negligence which causes unacceptable loss, damage or injury.
- Sexual or racial harassment or discrimination of any kind.



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- Harassment or discrimination on the grounds of sexual orientation or religion or religious belief.
- Showing a lack of respect towards coaches, officials, swimmers, club committee members or any other members of the Black Lion swimming club.