



PROCEDURES FOR LODGING A COMPLAINT TO NNSC

The following criteria **MUST** be adhered to if lodging a complaint to Nenagh Neptune Swimming Club

Prior to lodging a complaint please refer to Swim Ireland Complaints and Disciplinary Rules and Procedures. These can be downloaded from the Swim Ireland web site (link on club website)

The policy of the club is that where possible to resolve complaints on an informal basis and as speedily as possible. All complaints are dealt with on a strictly confidential, "Need to know" basis in the best interest of all parties concerned and to insure fair procedures.

An informal complaint can be made to either the Chairperson or Secretary of the Management Committee. An informal complaint can be made either verbally or in writing.

The Chairperson or Secretary shall appoint another Officer/Member to act as an informal neutral party, who does not sit on the clubs Complaints and Disciplinary Committee. Where the complaint involves a minor swimmer, the club CCO is notified and the swimmer provided the opportunity to speak with him/her.

The person against whom the complaint (the respondent) is made will be informed at an early stage as per the guidelines and a resolution to the complaint will be sought within a reasonable time frame e.g. 10/14 days. The parties may also be offered the option for mediation

If the member making the complaint (the complainant) is not satisfied with the resolution or if a resolution cannot be obtained within a reasonable time frame, the complainant then has the option of submitting the complaint in writing along with an application fee of €50 to the clubs independent Formal Complaints Committee. The letter and fee can be forwarded to the club Chairperson or club secretary.

The formal complaint will then be dealt in accordance with procedures as set out in current Swim Ireland Complaints and Disciplinary Rules and Disciplinary Procedures, (refer as above)

Note: The fee of €50 will be refunded if the complaint is upheld.

This policy has been implemented in accordance with best practice and recommendations of Swim Ireland complaints and disciplinary procedures.