

COMPLAINTS/GRIEVANCE PROCEDURE

The Halliwick Association of Swimming Therapy is committed to providing the best possible service to volunteers and disabled members within the organisation. This will include members of recognised Clubs and Groups; Personal Affiliates and members of the various Committees within the Association. Any member has the right to complain if they are not satisfied with the quality of service that they have been given.

All complaints will be dealt with quickly and confidentially. Complaints can be made verbally (in person or by telephone) but preferably on cassette tape or in writing to avoid any misinterpretation. If it is easier, an advocate may be appointed to act on the complainants behalf.

How to make a complaint

If a complaint is from a member of a club they should, in the first instance, complain to their Management Committee or representative thereto who should have procedures in place to deal with such eventualities including referral to the Region. In all other cases, or if the complainant does not receive satisfaction from their Management Committee or Region, the complaint should then be addressed to the Secretary of the Halliwick Association of Swimming Therapy. If your complaint is against any member of the National Executive Committee then the complaint should be addressed to the Chair of the Association or their deputy if the complaint is against the Chair him/herself.

On receipt of a complaint

Complaints received by the Chair, Vice Chair or Secretary of the Halliwick Association of Swimming Therapy will be acknowledged within seven working days. The complaint will be investigated and answered within 28 days. If it is not possible to complete the enquiry within that time, a letter will be sent informing the complainant of the reason for delay and when a full response can be expected.

The Association will keep a record of all complaints received, investigated and the outcome of such investigations. Such complaints and their outcomes will be reported at the Annual General Meeting of the Association. Confidentiality will be maintained at all times.

All complaints will be adjudged by a panel of at least three people from a Region other than that from which the complaint emanated.

The decision of the panel shall be final but will not affect any of your statutory rights which may exist.