Holbrook Swim Complaints Procedures

v1.0 **25/09/24** **Public version**

Purpose & Scope

This complaints procedure is to clarify how concerns / complaints are handled at Holbrook Swim.

Concerns / complaints are separate from safeguarding (which may come to the club as a concern / complaint, anything that falls under safeguarding will automatically be forwarded to our safeguarding officer, safeguarding@holbrookswim.org.uk).

Concerns / complaints for the purposes of this documents are the same thing.

The complainant

The person raising the complaint or concern should follow this policy to ensure that the process is clear to all involved and fair, transparent and expeditious. A failure to do so may make it difficult or impossible to proceed in an effective manner. The complainant should also:
• co-operate with the club throughout the process and respond to any communications promptly;
• ask for assistance as needed;
• treat all those involved with respect;
• not publish details about the complaint on social media or elsewhere, this includes not sharing details with the press or other media.

Procedures & Guidelines

Stage 1: informal raising of a concern / complaint notified orally or in writing to Holbrook swim administrator.
Stage 2: a formal complaint in writing to Holbrook Swim administrator and Committee

Stage 1: Informal

If you have a concern / complaint this can be written, emailed or orally given to the administrator (by email admin@holbrookswim.org.uk). If orally the administrator will ask for a contact email to clarify details and to make sure they have got a complete and correct picture of the complaint.

If your concern / complaint is about the administrator please contact the Chair person on chair@holbrookswim.org.uk

Any issue relating to safeguarding should be sent to safeguarding@holbrookswim.org.uk

With your concern / complaint please include as much detail as possible, times dates etc.

We endeavour to reply to your concern / complaint within 5 working days.

If your concern / complaint is not resolved your satisfaction we would move to stage 2 where you may formalise your concern / complaint by writing to the administrator.

Stage 2: Formal

If your concern / complaint has not been unresolved or involves a significant investigation or involves as significant dissatisfaction with some of the clubs policies, procedures, committee or administration. The complainant should state explicitly the nature of the complaint and provide full details. They should also expressly state how they suggest that the complaint can be resolved and the outcome that they seek. This should be sent with any relevant documents to the administrator, who will share this with the committee, your personal details will be removed from any documents, that are shared with the committee.

Any stage 2 formal complaint must fill in a complaint form (appendix 1).

Any person (or any relation) named on the complainants form will not be involved in the decision, but maybe called to explain their actions / provide evidence.

The investigation will be lead by the administrator (where possible) with assistance from the committee, by calling a Extraordinary General Meeting (EGM). This will take place in a suitable format, to maximise the number of participants.

Outcome: The administrator aims to inform any complainant of the outcome of an investigation and the resolution to the complaint within 25 working days from the receipt of the complaint.

Other Points

Withdrawal of a complaint: If a complainant wishes to withdraw a formal complaint, this must be done in writing to the administrator (or if it is with regard to the administrator) to the chair person of Holbrook Swim committee.

Record Keeping: A written record will be kept of all complaints made in writing under stage 2 of the procedures, the action taken by the club as a result of the complaint and whether they are resolved.

Confidentiality: Correspondence, statements and records relating to individual complaints will be kept confidential.

Complaints that may result in staff or committee members capability or disciplinary proceedings: Where, at any stage, it is necessary to undertake staff or committee members disciplinary or capability proceedings as a result of the concern or complaint, the details of this will remain confidential to the member of staff and club committee. The complainant will be notified that the matter is being addressed in line with policies and procedures however is not entitled to be informed about, or participate in, the relevant proceedings.

Managing anonymous complaints: We will not normally investigate anonymous complaints. However, the administrator and committee, if appropriate, will determine whether the complaint warrants this, and if so can be investigated. Any decision based on an anonymous complaint will not be shared publicly.

Managing unreasonable complaints: we are committed to dealing with all complaints fairly and impartially. We will not normally limit the contact complainants have with our club. However, we do not expect our staff and committee members to tolerate unacceptable behaviour and will take action to protect staff and committee members from that behaviour, including that which is abusive, offensive or threatening. The club defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of complainant's contact with the club.

Serial, Unreasonable and Duplicate Complaints
Unreasonable complaints include, but are not limited to, the following:

- the complainant refuses to cooperate with this policy and procedure;
- the complainant changes the basis of the complaint as the process progresses;
- the outcome sought by the complainant is manifestly unrealistic;
- the complainant is abusing the process in a manner intended to disrupt the proper operation of the club;
- the complainant acts in a way that is grossly offensive, abusive or discriminatory.

The administrator may decide not to investigate a complaint that they reasonably considers to be vexatious, or an abuse of the process. Where this decision has been made, they must inform the Chair of the committee of their decision, explaining the nature of the complaint and their reasons for deciding not to investigate. The Chair of the committee may direct the administrator to investigate the complaint.

The club defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the club, such as, if the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;
- refuses to co-operate with the complaints investigation process;
- refuses to accept that certain issues are not within the scope of the complaints procedure;
- insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice;
- introduces trivial or irrelevant information which they expect to be specifically commented on;
- raises large numbers of detailed questions and insists they are fully answered, often immediately and to their own timescales;
- unreasonably makes unjustified complaints about staff or committee members who are trying to deal with the issues, and unreasonably seeks to have them replaced;
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed);
- refuses to accept the findings of the investigation into that complaint where the club's complaint procedure has been fully and properly implemented
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff or committee members regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with;

- uses threats to seek to intimidate;
- uses abusive, offensive or discriminatory language or violence;
- knowingly provides falsified information;
- unreasonably publishes information about the complaint on social media or other public forums before the complaint process has concluded;
- unreasonably publishes information on social media or other public forums;
- publishes material directly or indirectly to the press or via other media/social media that directly/indirectly identifies a child.

Appendix 1 (on following page)

Holbrook Swim Formal Complaints Form v1.0

This form is to be used in conjunction with our complaints procedure policy

Your Name: Date:

Please give details of the complaint:

Date/s of Incident: Time:

If the complaint is about someone's behaviour please give the names of any witnesses to the incident/s

As a result of this complaint is there any outcome you would like? Yes ☐ No ☐

If yes please give details.

Please Sign and Date …… Date……..

OFFICE USE ONLY

Received by: On Date:

Action taken or Required:

Date action completed: Signed: