



Halliwick Penguins Swimming Club

for disabled people

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Registered Charity Number 1033588

AFFILIATED TO HALLIWICK AST



Complaints & Grievance Policy

Halliwick Penguins Swimming Club is committed to providing the best possible service to club members (swimmers and volunteers) and in its dealings with others with whom it may come into contact during its work.

Although we hope there will never be a cause for a complaint or grievance, it may be that, from time-to-time, something arises that needs resolution. We will aim to resolve any complaint or grievance as smoothly and quickly as possible.

Complaints or grievances can be raised verbally (in person or by telephone) but it is preferred that complaints are made either in writing (by letter or email) or by way of an audio recording, so that any misinterpretation is avoided as far as possible. If it is preferred or advisable, an advocate may be appointed (where appropriate chosen by the complainant) to act on the complainant's behalf.

A Complaint Against an Individual in the Club

When a complaint or grievance (for convenience, referred to here as a 'complaint') is received Halliwick Penguins Swimming Club will ensure that the person named in the complaint is informed about the nature of the complaint and, if appropriate, the complainant will be encouraged to resolve the issues raised directly with the person that the complaint is made against. We hope that most complaints will be able to be resolved in this informal way.

If a complaint concerns any member of the club's executive or management committee, then the complaint should be addressed to the chair of the club (or his/her deputy if the complaint is against the chair him/herself). The chair (or his/her deputy) will ensure that the person named in the complaint is informed of the nature of the complaint and, if appropriate, the complainant will be encouraged to resolve the issues raised directly with the person that the complaint is made against. Again, we hope that most complaints will be able to be resolved in this informal way.

In both instances, if the issues raised cannot be resolved by the two parties or it is inappropriate for the person named in the complaint to contact the complainant, the club's formal procedure will be followed as set out below.

A Complaint Against the Club

The complainant should direct the grievance or complaint to a member of the executive committee of the club and the formal procedure set out below will be followed.

Formal Procedure

On the executive committee receiving a complaint, within 7 days of receipt, all parties to the complaint will be informed that matters will be investigated and answered within 28 days of receipt.

If it is not possible to complete investigations within that time, the complainant will be informed of this and of the reason for delay and when a full response can be expected.

All complaints will be adjudicated by a suitable panel of at least 3 people formed for the purposes of dealing with the complaint.

Where the complaint concerns a member of the club's executive or management committees, the panel will consist of the executive committee chair (or their deputy where the complaint concerns the chair) and at least 2 other members of the club executive or management committees who are not subject of the complaint.

The decision of any panel formed above shall be final, but any such decision will not affect any other legal recourse that may be available to the complainant.

If the complainant is not satisfied with the outcome following the formal procedure, the complainant may refer the matter to the chair of Halliwick Association of Swimming Therapy (Halliwick AST) (which is the UK's national Halliwick association). This should be in writing (by letter or email) or by way of audio recording sent:

By email to: halliwickast.chair@gmail.com

By post to: Halliwick AST
C/o The Old Rectory
Wytham
Oxford, OX2 8QA

Please note that Halliwick Penguins Swimming Club will keep a record of all complaints received and investigated and a record of the outcome of such investigations in accordance with its Privacy/Data Retention Policies. Documents and information will be treated and held confidentially.