

11. Grievance Procedure

If you are dissatisfied with any matter affecting the club, i.e. the coaching programme provided by the Club, your role within the club (if any), the swimming programme, general supervision within the club, or any other matter directly affecting the Club's activities, then you should in the first instance:

- Raise the matter informally with the Head Coach. In his/ her absence the President assumes direct responsibility.
- If it relates to any other matter affecting the club's activities raise it informally with any member of the Committee – you can get a list of the Committee members on the KASC website www.kasc.club
- If you are dissatisfied with the response given or decision made you should raise the matter with the Executive Committee (Officers of the Club) by writing to the Club Secretary giving details of your concerns and why you are unhappy with the response or decision given.

The Committee will normally consider your letter at the first available meeting and will investigate and discuss the matter as required and will undertake to consider and determine all matters as quickly, fairly and as reasonably as possible.

The Committee will normally advise you of their decision in writing within 14 days of the meeting and will endeavour also to advise you in writing of any further developments in relation to the grievance raised.

Appeals

If you are dissatisfied with the Executive Committee's decision, you will have the right to appeal within 14 days of notification and should do this in writing to the Club President.

The Club President will consider the whole matter anew including your letter of appeal and may carry out further investigation or discussion at his/her discretion and will determine the matter by one of the following

- By upholding the original decision.
- By upholding your letter of appeal
- By substituting his/her own decision in the matter.

The President will advise you of his/her decision in writing within 14 days of receiving your letter of appeal.

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