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# GREENWICH BOROUGH MARINERS

## Swimming Club

(Affiliated to K.C.A.S.A. & London Region A.S.A.)

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# COMPLAINTS AND DISCIPLINARY PROCEDURE

## Introduction

At the Greenwich Borough Mariners Swimming Club we recognize that, at times, disputes may arise between members of the club (committee/swimmers/teachers/coaches/parents) and the following guidelines should help resolve any issues within the club before the matter becomes a formal complaint.

The Club's Complaints and Disciplinary Procedure follows ASA guidelines. All complaints and disciplinary action will observe the following key principles:

1. All parties will be fairly treated.
2. The complainant has the opportunity to present their case.
3. The accused has an opportunity to respond.
4. The ASA Law conforms to the law of the land, in so much that an individual is innocent until proven guilty.

Any concerns of a child protection nature with regard to any individual involved in the sport of swimming will be referred to the ASA Department of Legal Affairs, as laid out in ASA Child Protection Policy.

Please note that the Club only has the power to legislate for a breach of its own rules. The Club does not have the power to handle a dispute relating to a member of another club, or to deal with an offence against ASA Law.

## Procedures

If there is an occasion when a problem such as fighting between members during a training session occurs, immediate action from the coach or a committee member may be required. At this point they have the power to invoke a temporary exclusion from that training session and they are then required to make a report to the committee who will then observe the procedures below.

Additionally any member of the Club (committee/swimmer/coach/teacher/parent) can also make a written complaint about any incident, regardless of whether a coach or committee member has taken action at time.

On receipt of the written dispute every effort will be made to resolve the matter by informal discussion. If this fails or it is clearly necessary to discipline a member, then the Club has to set up a panel to deal with the matter.

## **Disciplinary Panel**

1. The panel will consist of three people (usually committee members), one of whom will act as a chairman and one as a secretary. These people will not be involved in the dispute, and the Club may want to ask individuals from outside the club to sit on the panel if it is deemed necessary.
2. The chairman of the panel will notify both parties of the date, time and place of the hearing and the names of the panel members.
3. Both parties will be given copies of all papers.
4. The hearing will be within 14 days of receipt of the dispute, unless there are extenuating circumstances.
5. If either party is under 18 years of age they have the right to be accompanied by a parent (or person with parental responsibility), or coach to help them present their case.
6. Both parties will be allowed to bring witnesses, who after questioning will take no further part in the hearing.
7. Notes will be made at the hearing, and the panel will announce any decision verbally as soon as possible, with written confirmation to follow within 5 days.
8. The Club will keep a written log of all disputes and action taken to help ensure a consistent approach.

The panel has the ability to:

1. Issue a verbal or written warning/reprimand.
2. Suspend a member for a specified period of time, with immediate effect.
3. Require a member to resign if, in its opinion, the interests of the Club have been compromised by the member. If expulsion is proposed, the individual will cease to be a member of the club. Such action may be subject to any overriding ASA Complaints Procedure.

**If either party to the dispute is dissatisfied with the outcome, they are still entitled to make a complaint to the Judicial Administrator at ASA Head Office.**