



HARPENDEN SWIMMING CLUB

Affiliated to A.S.A. East Region

Club contacts: tel: 07767 683956 / email : administrator@harpendensc.co.uk

Website : www.harpendensc.co.uk

Harpenden Swimming Club.

Complaints Procedure

The Committee of Harpenden Swimming Club always welcome compliments and positive feedback in order that we can work towards becoming a more successful, competitive and friendly swimming club. Any compliments and positive feedback will be shared with all parties involved.

The Committee also recognise that on occasions there may be a need for someone to make a complaint. It is our aim to deal with any complaints as fairly and confidentially as possible. As a Committee we view complaints seriously and aim to use them as a learning tool. The Committee will conduct a confidential investigation and will strive to ensure that any changes in practice will be recommended to all parties involved and these changes will be reflected in our policies and procedures if found necessary.

Any person who is directly or indirectly involved with Harpenden S.C. has the right to register a compliment/complaint, they also have the right to expect a response from the Committee.

If you are unhappy about the way you are being treated or the way the swimming club is being run, then the best thing to do is discuss the problem with a member of the Committee. If you feel you cannot do this or there is not a Committee Member available at that time or you feel very strongly about the problem then you should write, with details of your complaint to the club secretary at the address at the bottom of this form. Please explain as clearly as possible what the compliment/complaint is. If a complaint is upheld by the Committee, then disciplinary action may be undertaken as outlined in the Constitution.

If the compliment/complaint is made in writing, we request that you sign it to allow us to keep all parties informed.

Unfortunately we will be unable to investigate anonymous complaints.

All complaints will be acknowledged within 2 days of receipt, and an investigation will follow. Complaints will be investigated by a sub-committee, and it is the aim of the sub-committee to investigate and resolve any complaints within 4 weeks of receipt. All compliments/complaints will be brought the Committee's attention at their next Meeting.

Address for compliments/complaints : The Secretary,
Harpenden S.C.,
32 Topstreet Way,
Harpenden,
AL5 5TT