

PROCEDURES FOR LODGING A COMPLAINT TO SWSC

January 2017

The following criteria **MUST** be adhered to if lodging a complaint to Sundays Well Swimming Club

Prior to lodging a complaint please refer to Swim Ireland Complaints and Disciplinary Rules and Procedures. These can be downloaded from the Swim Ireland web site.

- An informal complaint can be made to either the Chairman or Secretary of the Management Committee (EMAIL ADDRESS DETAILS ON THE SWSC WEBSITE) . An informal complaint can be made either verbally or in writing.
- The Secretary or Chair shall appoint another Officer/Member to act as an informal neutral party, who does not sit on the Complaints and Disciplinary Committee. The respondent will be informed at an early stage as per the guidelines and a resolution to the complaint will be sought within a reasonable time frame eg. 10/14 days.
- If the complainant is not satisfied with the resolution or if a resolution cannot be obtained within a reasonable time frame, the complainant then has the option of submitting the complaint in writing along with an application fee of €50 to the independent SWSC Formal Complaints Committee. The letter and fee can be forwarded to Eddie Irwin, Chairman, or Iryna Semchiy, Secretary.
- The formal complaint will then be dealt in accordance with procedures as set out in Swim Ireland Complaints and Disciplinary Rules and Disciplinary Procedures, Sept 2009.

Note : The fee of €50 will be refunded if the complaint is upheld.

SWSC Formal Complaints Committee