



Policy:	Complaint / Grievance		
Issued By:	Club Liaison Officer	Issued:	January 16th 2006
Approved By:	Executive Committee	Review due:	October 16th 2007

Policy Statement

Waves Swim Club Inc is committed to focusing on the needs of its members and to honour the rights of all those it has dealings with.

The Club relies on feedback to measure its performance. Expressions of concern/complaints provide an opportunity for quality improvement.

Whenever possible complaints will be resolved directly between the parties involved; where this is not possible, the complaint will be referred to the Club Liaison Officer who will investigate and if necessary, act as a mediator between the parties.

All complaints will be dealt with seriously, promptly and in a manner that is fair to all, respecting the confidentiality of those involved.

Procedure

1. Complaints are made by those expressing concern in dealing with a Waves club member.
2. The complaint may be verbal or written;
If the complaint is of a serious nature, encouragement will be given to put the complaint in writing.
Alternatively the substance of the complaint will be taken down in writing by the Club Liaison Officer, and signed by the complainant.
3. An interview will be offered with the invitation extended to include a support person/s.
4. As part of this interview all attempts will be made to resolve the complaint by mediation.
5. Once the investigation is complete and matters resolved, the Club Liaison Officer will submit a report to the Executive Committee to be included in the Complaint Registry.
The officer's report will include any recommendations required and an agreed action plan to resolve the situation.
6. The Waves President will review all complaints as part of the Quality Improvement process.