

**AQUAJETS COMPLAINTS PROCEDURE**

1. If any person believes they have a legitimate complaint against any official or member of the Club, they should approach a member of the Management Committee via [aquajetscontact@gmail.com](mailto:aquajetscontact@gmail.com) who, if unable to advise personally, will endeavour to put the person in contact with someone able to help.
2. If the matter cannot be resolved in this way, then the complaint should be put in writing to the Club.
3. If any swimmer, or parent/guardian, believes they have a legitimate complaint about any aspect of a swimmer's coaching, they should first discuss the matter with the relevant Coach and attempt to come to an amicable agreement.
4. If the matter cannot be resolved in this way, the Head Coach (or a nominee designated by the Head Coach) should be approached who will then hear both sides of the problem and attempt to resolve the matter.
5. If verbal discussions have failed to achieve a satisfactory outcome, a written complaint should be made to the Club Secretary at [aquajetscontact@gmail.com](mailto:aquajetscontact@gmail.com), who will then bring the matter before the Committee at the next meeting for resolution.
6. No complaint will go before the Committee unless submitted in writing. The Committee will discuss the matter at their earliest convenience, but not more than twenty-eight days after receiving the complaint, and shall give their decision, in writing, to the person(s) concerned as soon as is practicable.
7. The Committee may request the complainant and any other relevant person/s to attend the Committee meeting to explain their views. Any person under 18 requested to attend a committee meeting MUST be accompanied by a parent/guardian.