



Swindon Dolphin ASC
Members Feedback Procedure
SDOP008

1. Purpose

Swindon Dolphin are committed to providing a quality service to all our members. To do this we need to constantly look for ways of improving how we work. You are in the best position to judge how we are doing and we certainly need you to tell us when we get it wrong.

We strive not to give cause for complaint, but every one received is recorded and acted upon. Quite often we can resolve a complaint immediately. If not, we will investigate your complaint fairly and fully and deal with it quickly and confidentially.

We are also pleased to receive letters of praise for our staff, and for the service that we provide.

This document outlines the procedure for directing feedback in a way that it can be used to benefit the club. You can make a compliment by emailing the club secretary directly via clubsecretary@swindondolphin.co.uk, or complaint by talking to any member of staff or alternatively follow the steps outlined in this document.

2. What happens if I have concerns but do not want to make a formal complaint ?

If you have a concern or query about any aspect of the club, but do not at this stage want to make a formal complaint, talk to any member of the Executive Committee or coaching team who you think may be able to help. We take all concerns seriously and many can be sorted out very quickly and with little fuss at this stage. This will not be recorded as a complaint; however, notes of your query and any action taken will be made.

3. What happens when I make a formal complaint ?

Please complete the SDF016 Members Feedback Form. This can be done electronically via email using the MS Word form online – alternatively, print this form, complete by hand before passing to the club secretary.

Upon receipt of your complaint we will send you a letter confirming that we have received and recorded your communication. If you have reported the complaint verbally, please make it clear that this is a formal complaint and you will be sent an outline of your concerns within our letter.

A member of the Executive Committee or head coach will investigate your complaint and will aim to dispatch a full response to you within 5 working days of receipt of your communication.

Sometimes more complex complaints take longer than 5 working days to investigate. If so, we will write to let you know of the delay, and when we expect to complete the investigation.

If your complaint is upheld, we will apologize and let you know what we are doing to put it right. If we feel that your complaint is not justified, we will explain why.

4. If I am still not satisfied with the response.

If you are not satisfied with the response you have received, you can ask for a further review to take place. We will acknowledge your request within two working days of receipt of the request. A review by the Chairman (or a nominated Club Officer) will be conducted and again, we will aim to send you a reply within 5 working days.

5. If I wish to take my complaint further.

Swindon Dolphin ASC are an asa affiliated club and as such adhere to asa policies and procedures. If you feel that we have not dealt fairly with your complaint, or feel we have not investigated your concerns properly – we would encourage you to read the British Swimming Judicial Code which can be found on the main asa website ;

<http://www.britishswimming.co.uk/vsite/vcontent/page/custom/0,8510,5157-190265-207488-44359-280569-custom-item,00.html>

This document is full of details and procedures relating to complaints, informal dispute resolution and appeals.

6. What happens if I make a compliment ?

Your comments will be passed on to the member of coaching or Executive Committee recognized. We will write to you to acknowledge receipt of your communication, and to confirm that your compliment has been passed on appropriately.

