

## Complaints Procedure – Swim Ireland operated Pool / facility

1. Swim Ireland is committed, in its service provision, to offer standards of the highest quality to those who swim at a Swim Ireland operated pool / facility.
2. Whilst every care is taken to ensure high quality standards, we acknowledge that there may be occasions where we fall short of expectations and individuals are not completely satisfied. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and stakeholders and responding positively and putting mistakes right.
3. This process outlines what we do in the event of a complaint being received from a swimmer at a Swim Ireland operated pool / facility. The Swim Ireland Complaints and Disciplinary Rules and Procedures cover complaints which fall within the scope of our membership events.
4. **Definition of a complaint**  
A complaint is an expression of discontent by anyone participating in, working on or volunteering on a participation programme concerning the action or lack of action, or about the standard of service provided by or on behalf of Swim Ireland.
5. This process applies to all Swim Ireland staff and volunteers (Coaches, Teachers, Lifeguards, Events Staff, volunteers etc) working at a Swim Ireland operated pool / facility. This also applies to swimmers of all ages at a Swim Ireland operated pool / facility.
6. This process enables anybody who is using a Swim Ireland operated pool / facility to raise a complaint related to any aspect of the programme delivered by Swim Ireland.
7. A person in charge is defined as the person who is duty managing the Swim Ireland operated pool / facility.
8. The complaints process

### Step (1)

In general, it should be possible to resolve issues as they arise without requiring a formal investigation. If a participant is dissatisfied with any aspect of our service, they should in the first instance express this to the person with whom they are dealing. This may be a staff member, or an individual contracted to Swim Ireland to deliver a service. The staff member or contractor will attempt to resolve the issue informally.

A complaint will be referred on to a Line Manager if any of the following issues arise:

- The individual receiving the complaint is not confident that they can deal with the issue.
- The complainant requests someone else to deal with the complaint.
- The problem is clearly outside of their area of expertise.
- The complainant is dissatisfied after attempts have been made to resolve the complaint.

### Step (2)

The Complainant fills out a complaints Form (appendix A)<sup>i</sup> and the matter will be escalated for formal investigation. A staff member, other than those originally involved in the initial issue will examine the complaint. Where a complaint involves the treatment of young people, the Swim Ireland Head of Safeguarding, Ethics and Youth Development will review the complaint.

We undertake to examine and review your complaint and send a reply within ten days or as soon as possible following receipt of your complaint. Where it is not possible to meet this target , we will inform you and continue to do so until the matter is resolved.

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<sup>i</sup> Appendix A Complaints Form