






Introduction

 Each Swim Ireland club is required to nominate a committee member to the role of Complaints and Disciplinary Officer (Club CDO).


 Within an agreed geographical area and covering a minimum 6 clubs, Club CDOs will form a Complaints and Disciplinary Panel.


 Masters club CDOs will not sit on panels for clubs with Junior members.


 Club CDOs shall form a panel within their region, with one Club CDO appointed as Regional CDO.

 In the event of a complaint or disciplinary matter being received and proceeding to a formal process, the Club CDO shall seek panel members to form a Complaints and Disciplinary Committee.

 This Complaints and Disciplinary Committee will be for the purpose of hearing the complaint or disciplinary matter.


 A minimum of three panel members are required to form a Complaints and Disciplinary Committee.

 This committee shall nominate a Chairperson for the purpose of receiving communication relating to the matter.

 The Club CDO in receipt of the complaint and disciplinary matter shall not be a member of the Complaints and Disciplinary Committee.

Responsibilities of Club CDO

- ✓ Be a member of the Club Management Committee, but may not hold any other committee, coaching or volunteer role.
 - ✓ Complete Complaints and Disciplinary training and have a clear understanding of the process.
 - ✓ Attend regular Complaints and Disciplinary Forums hosted by Swim Ireland.
 - ✓ Be knowledgeable of Swim Ireland Complaints and Disciplinary Procedures, Safeguarding Policies and other relevant policies and procedures.
 - ✓ Regularly monitor club email address for correspondence from Swim Ireland, club members and other Club CDOs.
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- ✓ Receive grievances, complaints and disciplinary matters from club members and respond in a timely manner.
 - ✓ Where appropriate, endeavour to resolve matters informally through mediation with club members.
 - ✓ Work with the Club Children's Officer (CCO) where any complaint or disciplinary matter involves children.
 - ✓ Refer any Safeguarding concerns to CCO.

Roles and Responsibilities



Provide updates to Club Management Committee on matters referred to Complaints and Disciplinary Committee, maintaining confidentiality throughout.



Share relevant Swim Ireland updates with Club Management Committee.



Ensure club constitution, club handbook, code of conduct and other relevant policies are up to date and available to club members.



In collaboration with Club Management Committee, identify and resolve potential causes of conflict within the club.
Examples Include:

- Ensuring club policies are fair and transparent.
- Roles and Responsibilities are adhered to.
- Clear lines of communication are available for members.






Seek support and clarification from Swim Ireland Club Support Officer or other Swim Ireland staff as appropriate.

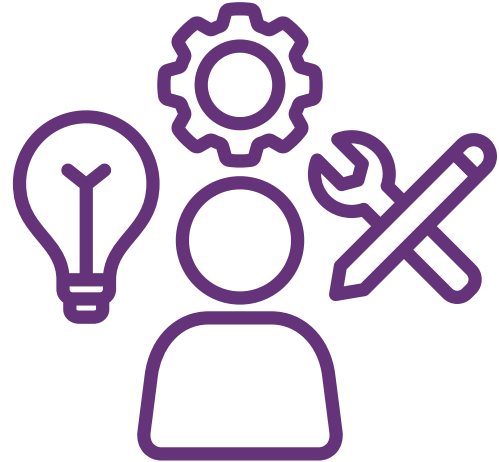


Be available to sit on Complaints and Disciplinary Committee when requested by other Club CDOs or Regional CDO.

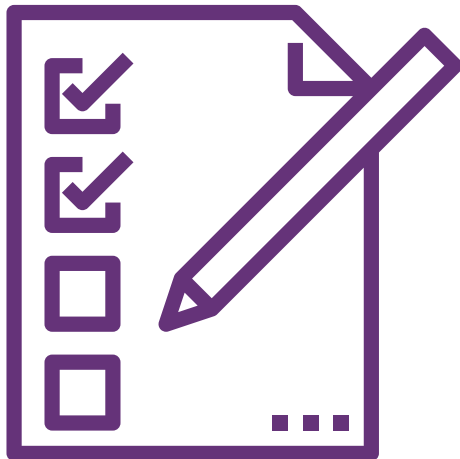







Recommended Skills

-  Excellent communication skills
-  Can maintain confidentiality
-  Can remain impartial and fair



Requirements



-  Digital Pass - Committee Member
-  Signed code of conduct
-  Attend Club Complaints and Disciplinary Officer forums
-  Attend relevant training for role including.
 -  Online Module - Complaints and Disciplinary Procedures