Club CDO Overview

Introduction

The Club Complaints & Disciplinary Officer Role was introduced for the following reasons:

- Large increase of complaints and issues.
- Lack of knowledge in how to deal with issues.
- Lack of knowledge in the Complaints and Disciplinary process.
- Incorrect processes used inflaming issues and complaints.
- To manage and support fair, transparent handling of complaints and disciplinary matters.

Role Description

- To provide knowledge on dealing with issues, complaints and complaints process.
- Identify areas of concern or irritation within the club and help seek a resolution.
- If an issue (formal or informal) is raised endeavour to solve informally, or via mediation, or proceed with the formal complaint process.
- If at any stage support or knowledge on the correct process is required, the CDO will contact Swim Ireland to obtain the required information.
- If a formal complaint is received the CDO will contact other club CDOs and form a panel (CDC).
    - The panel (CDC) will consist of 3 CDOs and manage the complaint.
- The CDO will sit on a CDC if asked by another club CDO.

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Key Attributes

- Approachability
- Calm
- Integrity
- Impartiality and fairness
- Conscientious
- Ability to maintain confidentiality

Knowledge

- Clear understanding of the Complaints & Disciplinary processes.
- Read through process carefully, seek clarification if needed.
- Direct contact with Swim Ireland via Vincent Finn.
- Attend Swim Ireland CDO training and forums.
- Promote mediation and communication.
- Possible mandatory training in future for upskilling.

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Challenges

- Acceptance of person acting as CDO.
- Ensuring consistent application of rules.
- Fear of doing the wrong thing - Seek advice.
- Harming existing relationships - You are performing a role.
- Benefit to the club - Same as any other committee member.

Important information

It is important for the committee members, coaches and club members to understand that while the CDO sits on the committee, they are in a role similar to the CCO and the CDO provides guidance and knowledge to manage issues, concerns and complaints. This role will only be successful where the CDO is impartial, conscientious and has integrity.

If at any stage a committee member, coach or club member wishes to have clarification of the role of the CDO or has a concern regarding the CDO please contact Vincent Finn on vincentfinn@swimireland.ie or 086 0619849