

Grievances, Issues & Complaints

CA Tritons aims to provide the best environment to support the development of swimmers to their full potential. Please let us know of any concerns you may have so that we can resolve them quickly and best support your swimmer. Accordingly the following issue resolution procedures have been developed to enable this objective. All members have a responsibility to participate in reasonable actions to resolve issues.

Procedure – Swimming, Squad or Competition Performance Issues

Please initially direct any concerns to your Squad Coach.

Initial Issue or concern:

If this relates to your child's health, well being, training or competition performance, squad allocation or any other major issue you are encouraged to speak to your child's coach in relation to the concern.

Continuing Issue Step 1:

Please allow a couple of weeks to see if and how the issue is resolved and then if you are still unhappy with the outcome make a day and time to meet with your child's coach to discuss further.

Continuing Issue Step 2:

If you still feel that the coach has not been able to resolve the issue, you are then welcome to speak to the Head Coach.

If the Coach in question is the Head Coach your concerns can then formally be tabled with the Grievance Officer. If none of the above steps have taken place prior to this tabling you will be referred back to the squad coach.

Procedure – General Club Related Issues:

If you have an issue or concern in regards to club related activities please speak to the appropriate person listed below:

Swim meets or race selection	- Squad Coach
Club Records	- Records Officer
Team Management at meets	- Assigned Team Managers
Relay Selection	- Assigned Coach
General Club Strategy	- President, Vice President,
Member Safety	- Grievance Officer or committee member
Member Protection concerns	- Grievance Officer

Solution-based Approach

The Club encourages members to take a 'solution-based approach' when it comes to discussing issues or concerns. Where possible, the person reporting the issue should also provide suggestions that may resolve the issue.

As soon as practicably possible after an issue has been raised, the coach or Committee responsible shall meet with the claimant to attempt to resolve the issue.

Factors Involved

In attempting to resolve the issue, all parties should take into account the following factors:

1. The extent of the issue, if it is likely to have a wider effect in the club;
2. The number of swimmers, persons or squads affected;
3. Where appropriate temporary measures are possible desirable;
4. The expected time before the issue can be addressed;
5. What resources may be needed to resolve the issue;

Where the initial parties cannot resolve the issue, the matter should be referred to the Club President as soon as possible who shall then decide who is best equipped person to consider and resolve the issue. This may be a Committee Member, the Head Coach (swimming related) or the Grievance Officer (more serious issues.)