



Complaints Policy

Verbal Complaints to Officials and Teaching Staff

If a verbal complaint is made to any Club Officials or teaching staff the Official should decide on one of the following actions:-

1. Deal with complaint immediately (minor incidents)
2. Deal with the complaint and report to Committee to take further action
3. Report the complaint to the Committee to take further action if the Official does not feel it can be dealt with
4. Encourage complainant to make formal written complaint

Written Complaints

A complaints form is available if club members, parents or club officials wish to make formal complaints. The form should be made available to all club members and returned to a Club Official or a member of the teaching staff.

Actions by Club Officials

All written complaints or complaints that can not be dealt with by teaching staff or club officials should be brought to the attention of the committee. If a complaint is made concerning a Committee member then a quorum of committee members must deal with the complaint. Complaints should be dealt with in the following manner:-

1. A verbal warning should be given to the person in question. A formal letter should be sent stating that verbal warning has been given. This letter should be kept on club records for a year. The letter should clearly state the reason for the verbal warning and any further actions that will be taken. The letter should clearly state that any further warnings within the next 12 months will be in the form of a written warning.
2. If the person in question has already received a verbal warning by Club Officials in the last 12 months, then any further complaints should be formal written warnings. This letter should be kept on club records for a year. The letter should clearly state the reason for the written warning and any further actions that will be taken. The letter should clearly state that any further warnings may result in the person being asked to leave the club.
3. If the person in question has already received a verbal warning and written warning in the last 12 months then the Committee can exclude the person from any further club activities. This must be done formally and in writing clearly explaining the reasons.



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Appeals against course outcome

If the written complaint is against the outcome of a formal assessment then the following action should be taken.

- A complaint should be made on behalf of the candidate to the relevant body. (in the case of NPLQ assessments complaints should be made to the Chief Executive of the IQL.
- If the candidate is unhappy with the outcome of an appeal the club should offer advise on written appeals to the Royal Lifesaving Society

Communication with Complainant

It is important to inform complainants of the actions that have been taken by the Club committee or teaching staff. If the incident is dealt with immediately the Official can inform the complainant of action taken.

If the matter has been passed to the committee then the complainant should be informed of the action that the committee has taken. i.e. verbal warning noted on club records.

Complaints concerning Child Protection

Any complaints that highlight potential child protection issues can not be dealt with in the manner outlined above. Written or verbal complaints must be passed to the Child Protection officer to deal with in accordance with the club and RLSS policies.



Complaints Policy

Complaints Form

Name of person making complainant	
Persons involved	
Nature of the complaint	
Date and time of complaint	
Name of person(s) making complaint	
Signature of person(s) making complaint	
Date	

Official Use only

Official dealing with complaint	
Action taken	
Follow up action and date	
Signature of Official	
Date	

Please return this form to either a member of Lifesavers Jersey Committee or any member of our Teaching Staff.