

Complaints

Dublin Swimming Club operates under the standards and guidelines set out by Swim Ireland in relation to complaints and disciplinary issues. Should a person or group of persons wish to make a complaint, they must do so within 14 days of the event, by writing to the Club Secretary with the details of that complaint. The full complaints procedure follows:

- A complaints and disciplinary committee will consist of at least three Swim Ireland members who constitute the committee, with only one club committee allowed sit on this panel (to avoid potential bias).
- All complaints must be made in writing to the Club Secretary within 14 days of the event.
- There are two options available for dealing with complaint (informal and formal).
- All received complaint is considered by two club officers, and if both parties (the person who is complaining, and the person who the complaint is about) agree on an informal process, an intermediary (neutral, not either of the club committee members discussing complaint) is appointed to attempt to reach a mutually agreed resolution. Should this process fail, or a formal process is warranted, the Complaints and Disciplinary Committee needs to be convened.
- The Club Committee are not to discuss complaints or disciplinary complaints, and cannot issue sanctions. Only the separate Complaints and Disciplinary Committee may issue sanctions after following the process laid out by the Swim Ireland Guidelines (Swim Ireland have recommended sanctions depending on the complaint and findings).
- In relation to disciplinary issues, where a club member has broken a club rule or code of conduct, a responsible person, the person in ultimate authority at the time of the activity, (e.g. the coach whilst club members are in the water; a referee at a swim meeting) may issue immediate sanctions (e.g. banning of a coach from the pool deck during a swim competition). After an immediate action such as this:
 - (1) there may be no further action required
 - (2) the sanction may be challenged to the Complaints and Disciplinary Committee within 14 days, and / or
 - (3) further disciplinary action may be warranted.
- After a club Complaints and Disciplinary Committee decision, the parties involved may appeal the decision to the Swim Ireland Complaints and Disciplinary Committee. The decision of the Swim Ireland committee may be challenged to Just Sport Ireland, whose decision is final and binding.