

# Clarington Swim Club Inc. – How to make a Complaint

**“Organization” refers to: Clarington Swim Club**

## Definitions

The following terms have these meanings in this Procedure:

- a. “Complainant” – The Party making a complaint
- b. “Days” – Days including weekends and holidays
- c. “Complaint Coordinator” – An individual on the Board of Directors or a volunteer chosen by the Board of Directors who receives complaints and assigns it to the Discipline Chair.
- d. “Discipline Chair” – An individual or individuals appointed by the Board and Complaint Coordinator to be the first point-of contact for all discipline and complaint matters reported to the Organization, per the Discipline and Complaints Policy
- e. “Individuals” – All categories of membership defined in the Organization’s Bylaws, as well as all individuals employed by, or engaged in activities with, the Organization including, but not limited to, athletes, coaches, convenors, officials, volunteers, managers, administrators, committee members, Directors and Officers of the Organization, spectators, and parents/guardians of athletes
- f. “Respondent” – The Party responding to the complaint

## Application of this Procedure

This following procedure should come into effect once there has been appropriate attempt to resolve the topic of the complaint with the individuals involved.

## How to make a complaint

1. Send email to Complaint Coordinator at [roccomplaintcoordinator@gmail.com](mailto:roccomplaintcoordinator@gmail.com) within 14 days of the alleged incident, outlining the topic, the Complainant and all individuals involved.
2. The Complaint Coordinator will send the Complainant confirmation of receipt. *Should the Complainant not receive a response within 5 business days of sending the complaint, the Complainant should follow-up with the Complaint Coordinator and Board of Directors.*
3. The Complaint Coordinator will bring notice of the complaint to the attention of the Board of Directors and with the Boards input, will assemble a Discipline Chair and where appropriate a Discipline Panel for review of the complaint. This will take place within 14 days of confirmation of receipt of the complaint.