



# Halliwick Association of Swimming Therapy

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## Complaints and Grievance Procedure

Agreed by Halliwick AST Executive on 26 April 2009 and 15<sup>th</sup> September 2018

(PLEASE NOTE: supplementary procedures apply to courses/assessments)

The Halliwick Association of Swimming Therapy (Halliwick AST) is committed to providing the best possible service to volunteers and members within the organisation and others with whom it comes in contact during the course of its work. This includes, although not exclusively, members of recognised clubs and groups; personal affiliates, members of the various committees and sub-committees within the Association and anyone involved with a Halliwick course.

**All complaints will be dealt with quickly and confidentially. Complaints can be made verbally (in person or by telephone) but it is preferred that complaints are made either in writing (by letter or email) or on cassette tape so that any misinterpretation is avoided as far as possible. If it is preferred, an advocate may be appointed (chosen by the complainant) to act on the complainant's behalf.**

When a complaint is received Halliwick AST will ensure that the person named in the complaint is informed about the nature of the complaint and if appropriate, encouraged to resolve the issues raised directly with the complainant. If the issues raised cannot be resolved by the two parties or it is inappropriate for the person named in the complaint to contact the complainant then the formal complaints procedure should be followed as set out below.

### **In the first instance however:**

- 1. If a complaint concerns a club or region**, the complainant should direct the complaint to the Management Committee of the club/region or its representative thereto who should have procedures in place to deal with complaints, (including referral to the region if the complaint relates to a club). In all other cases, or if the complainant does not receive satisfaction from the club or region, the complaint should then be addressed to the Secretary of the Halliwick AST, again, preferably in writing or on cassette tape when the formal complaints procedure set out below will be followed.
- 2. If a complaint is from a participant concerning a Halliwick course**, it should be directed to the lecturer or course organiser (as appropriate) in writing or on cassette tape, stating clearly the nature of the complaint. The complaint should be dated and signed and copies sent to both the lecturer and the course organiser. Any such complaints should be made within 14 days of completion of a course unless there is a good reason why this has not been possible, in which case, the reason for delay should be set out in the complaint.

PLEASE NOTE: supplementary guidance/procedures apply to complaints concerning courses and assessments and if the complaint refers to a course or assessment, that guidance/procedure should be referred to (see pages 13 – 18)

**3 If a complaint concerns any member of the Halliwick AST National Executive Committee, the Halliwick AST Education Committee (other than in relation to a course) or the Halliwick AST Management Committee**, then the complaint should be addressed to the Chair of the Association (or his/her deputy if the complaint is against the Chair him/herself) when the formal complaints procedure set out below will be followed.



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## **(i) Formal Complaints Procedure**

Before complaining formally to the National Executive Committee of Halliwick AST, a complainant should follow the procedures set out above at paragraphs 1 to 3 (as appropriate). If that does not resolve the complaint then the formal complaints procedure will be as follows:

1. On the National Executive Committee receiving a complaint, within 7 days of receipt, all parties to the complaint will be informed that the complaint will be investigated and answered within 28 days of receipt. If it is not possible to complete the enquiry within that time, a letter will be sent to the complainant informing the complainant of the reason for delay and when a full response can be expected.
2. All complaints will be adjudicated by a suitable panel formed for the purposes of dealing with the complaint.
3. Where the complaint concerns a club or region, the panel will consist of at least three people from a region other than that to which the club belongs or about which the complaint is made.

Where the complaint concerns a member of the National Executive Committee, a member of the Management Committee or a member of the Education Committee (other than in relation to a course), the panel will consist of the National Executive Committee Chair (or his/her deputy where the complaint concerns the Chair) and at least 2 other members of the National Executive Committee who are not the subject of the complaint.

The decision of any panel formed above shall be final but any such decision will not affect any other legal recourse that may be available to the complainant.

Please note that The Association will keep a record of all complaints received, investigated and the outcome of such investigations. Such complaints and their outcomes will be reported at the following Annual General Meeting of the Association. Confidentiality will be maintained at all times.



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## **(ii) Regulations for the Award of Course Certificates**

**A course certificate will be awarded to all participants on a course subject to the following rules:-**

### **A Foundation Course (four-day course)**

Participants should be involved in all the pool activities. Should any portion of this content be missed NO certificate can be given. 75% of the content of the Course is Core Content (as stipulated by IHA). All of this Core Content must be attended and participated in. Should any of this Core Content be missed a certificate CANNOT be given.

### **Advanced courses**

Participants should be involved in all the pool activities. Should any portion of this content be missed NO certificate can be given. 75% of the content of the Course must be attended and participated in. Should more than 25% be missed a certificate CANNOT be given.

### **One or Two-Day Courses**

If there is pool work participants should be involved in the pool activities. Should any portion of this content be missed NO certificate can be given. 75% of the content of the Course must be attended and participated in. Should more than 25% be missed a certificate CANNOT be given.

### **Exception to the rules**

Any exception to the rules for Courses must be considered by the Education Committee (or chair and secretary if there is not a meeting in the next month) on an individual basis. In these cases, the decision made by the Education Committee (or chair and secretary) regarding individual participants is final.

It may be agreed by the Education Committee (or chair and secretary) that the participant can attend sessions at a club to complete the missing components, or alternatively attend a subsequent course to do so. When the lecturer of the original course receives a report from another lecturer that the participant has completed the missing components, the certificate may be awarded.



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## **(iii) APPEALS PROCEDURE RELATING TO ASSESSMENT OF COURSES/AWARDING OF CERTIFICATES**

In the event of a participant being dissatisfied with the result of an assessment, the following procedure will apply:

The participant must declare the dissatisfaction verbally or in writing to the assessor within 14 days of notification of the result communicated to the participant. The assessor will then give or send (as appropriate) an appeal form to the participant for completion.

It should be noted that if the dissatisfaction is against the result awarded, no appeal is possible and the assessor must explain that the result cannot be changed. In that event, the candidate, will as a matter of course, be offered a re-sit on a date to be arranged.

However, if the appeal is against any procedural issue or irregularity in the conduct of the assessment, the participant must submit the completed form to the National Education Committee of Halliwick AST as well as submitting a copy to the assessor concerned. Submission of the form should be within 14 days of receipt by the participant concerned.

The chair of the National Education Committee will convene an Appeals Committee of at least 3 people (not to include the assessor concerned). The Appeals Committee is at liberty to consult both the participant and the assessor concerned at their discretion.

On determination, the findings of the Appeals Committee will be sent as a formal report to the National Education Committee who will then communicate the outcome of the appeal to both the participant and the assessor concerned.

The decision of the National Education Committee shall be final.



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## **(iv) Procedure for Complaints of a General Nature Concerning Halliwick AST Courses**

A participant wishing to make a complaint of a general nature concerning a course (not in relation to an assessment result on a course, to which separate procedures apply) should register the complaint verbally, or in writing, with either the course lecturer or the course organiser within 14 days. It is hoped that at this stage the complaint will be resolved.

If the complaint is not then resolved a complaint form will be given to the participant, who must then return the completed form to the lecturer or organiser within 14 days.

The lecturer or organiser will consider the complaint and respond to the participant. Copies of the form and the response must be sent to the Secretary of the Halliwick AST National Education Committee.

If the complaint remains unresolved, the Secretary of the National Education Committee will consult with the Chair of the National Education Committee and an Appeals Committee of 3 people (not including the course organiser or lecturer concerned) will be convened.

Before making a determination, the Appeals Committee will refer to the lecturer/course organiser concerned to allow representations to be made. The Appeals Committee is at liberty to consult both the participant and the lecturer/organiser concerned at their discretion.

On determination, the findings of the Appeals Committee will be sent as a formal report to the National Education Committee who will then communicate the outcome of the appeal to both the participant and the lecturer/organiser concerned.

The decision of the National Education Committee shall be final.



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## (v) Complaint/Appeals Form in Relation to an Assessment on a Course

Please complete form in **BLOCK** capitals

NAME OF ASSESSOR	
NAME OF PARTICIPANT	
ADDRESS OF PARTICIPANT	
TELEPHONE NO. OF PARTICIPANT	
LOCATION OF ASSESSMENT	
DATE OF ASSESSMENT	
COURSE ASSESSED	
NATURE AND REASONS FOR COMPLAINT (Please continue on a separate sheet as necessary)	
SIGNATURE OF PARTICIPANT	
DATED	



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## (vi) Complaint/Appeals Form in Relation to an Assessment for a Certificate of Competence

Please complete form in **BLOCK** capitals

NAME OF ASSESSOR	
NAME OF PARTICIPANT	
ADDRESS OF PARTICIPANT	
TELEPHONE NO. OF PARTICIPANT	
LOCATION OF ASSESSMENT	
DATE OF ASSESSMENT	
CERTIFICATE OF COMPETENCE_ASSESSED	
NATURE AND REASONS FOR COMPLAINT (Please continue on a separate sheet as necessary)	
SIGNATURE OF PARTICIPANT	
DATED	



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## (vii) Complaint/Appeals Form in Relation to General Complaints Concerning a Course

Please complete form in **BLOCK** capitals

NAME OF LECTURER/ORGANISER	
NAME OF PARTICIPANT	
ADDRESS OF PARTICIPANT	
TELEPHONE NO. OF PARTICIPANT	
LOCATION OF COURSE	
DATE OF COURSE	
COURSE ASSESSED	
NATURE AND REASONS FOR COMPLAINT (Please continue on a separate sheet as necessary)	
SIGNATURE OF PARTICIPANT	
DATED	