

1. About this document

This document is the Grievance Procedure for the Serpentine Swimming Club. It references two other documents; the Grievance Form and the Grievance Appeal Form.

2. Purpose of this document

The purpose of this document is to help any member of the Serpentine Swimming Club understand the grievance procedure.

The grievance and appeal form, along with the procedures explained in this document, explain how a grievance can be raised and how it will be managed through to conclusion.

3. Grievance Procedure

1. A grievance is a real or perceived cause for complaint, especially unfair treatment in the course of activities with or involving the Serpentine Swimming Club.
2. To issue a grievance with the Serpentine Swimming Club, you should complete the following steps:
 - 2.1. Initially, approach the person who has caused the grievance, tell them how you feel and ask for an apology.
 - 2.2. If you still want to lodge the grievance, continue with the below.
 - 2.3. Complete the Grievance Form.
 - 2.4. Issue the Grievance Form to one of the three Serpentine Swimming Club grievance officers: Angela Johnson, Brian Thomas and Sir Anthony Cleaver
 - 2.5. Should one, two or all three of the grievance officers be involved in the grievance, the grievance form can be sent to another member of the Serpentine Swimming Club committee (See website at serpenteswimmingclub.com for committee members)
 - 2.6. Once the Grievance Form has been submitted, the grievance officers will meet (in person or virtually) with the person who has raised the grievance within approximately 7 calendar days.
 - 2.7. The following could occur at a grievance meeting:
 - 2.7.1. The objective of the meeting is to establish the facts and find a way to resolve the problem.
 - 2.7.2. The grievance officers will manage this meeting. They'll normally go through the grievance and give relevant members an opportunity to express their views.
 - 2.7.3. Supporting documents can be brought to the meeting.
 - 2.7.4. A fellow member, friend or any other person ideally over 18 years of age and able to perform civic duties can accompany a member in a grievance meeting.
 - 2.8. During this meeting the grievance will be discussed and potential resulting options will be shared including:

- 2.8.1. The person who caused the grievance apologizing to the person who lodged the complaint.
- 2.8.2. Notifying the member or members that they are issued with a formal warning.
- 2.8.3. Asking for a member or members to be suspended from the Serpentine Swimming Club for a period of time.
- 2.8.4. Asking a member or members of the Serpentine Swimming Club to be banned for a period of time.
- 2.8.5. Asking for a member of the Serpentine Swimming Club to be banned for life.
- 2.8.6. Discussing the appeal process.
- 2.9. The grievance officers may choose to meet with other Serpentine Swimming Club members or people outside the club in order to come to an agreement as to the correct course of action.
- 2.10. Within approximately 3 calendar weeks after receiving the grievance form, the grievance officers will issue their view and any suspensions or bans that may be required, notifying the person who has caused the grievance in writing, copying the Serpentine Swimming Club president, secretary and other grievance officers.
- 2.11. At this stage, the person who is the victim of the grievance may also be informed of the outcome of the grievance procedure.

3. Appeal Procedure

- 3.1. Should anyone wish to appeal against the grievance officers' decision, they are asked to complete a Grievance Appeal Form, which can be found along side this document, and send it to the grievance officers.
- 3.2. Further meetings may be held to manage the appeal and subsequent decision.
- 3.3. A second decision following the appeal will be reached at the latest two weeks after the appeal was first received.
- 3.4. The appeal decision will be made by the president of the Serpentine Swimming Club. It will be binding on all parties and final. No further appeal may be lodged.

4. Grievance and Appeal Procedure Timings

- 4.1. In summary, approximate timings are:
 - Week 0 – Grievance Form received by the grievance officers.
 - Week 3 – Grievance officers have held all necessary meetings and issue a decision.
 - Week 4 – Appeal can be received.
 - Week 6 – Grievance officers have held all necessary meetings regarding the appeal and the Serpentine Swimming Club president issues a second and final decision.
- 4.2. Should the grievance be deemed necessary to involve the police or other officials, the detail of the grievance will be provided to the police or other

officials so that they can perform their activities. This process with the authorities could run in parallel with this grievance procedure.