



REDHILL & REIGATE MARLINS SWIMMING CLUB

Founded 1920

Affiliated to the South East Region

Chairman: Mr Mark Mendoza

Secretary: Mrs Alex Ayres

Marlins Complaints and Compliments Procedure

All volunteers endeavour to be approachable and accessible to members.

The club welcomes ideas constructive criticism and encourages participation from its members.

However instructors should not be approached at pool side to ensure the safety and effective teaching to the children. It is preferable that a complaint can be managed directly with the person(s) concerned as soon as possible to avoid unnecessary anxieties for all concerned. If it is not possible to resolve the complaint or is of a serious nature, a formal complaint will be necessary.

1. Write to the club secretary including the following:
 - a. Date and nature of the complaint.
 - b. Name(s) of person involved.
 - c. Contact details.
2. The complaint will be investigated by the chairman who may discharge this responsibility.
3. Advice may be sought from the ASA and/or Marlins committee members. Confidentiality will be maintained at all times.
4. The outcome of the investigation will be sent to the complainant within 7 working days.
5. If the complainant is not satisfied with the outcome he/she may decide to contact the ASA.
6. Recognise Marlins swimming club is managed and supported by volunteers we welcome any feedback both positive and negative.

If you would like to offer written comments please indicate if you are willing for your letter to be shared with other members at the annual AGM.

Most compliments are given verbally we would also welcome written compliments to share at the annual AGM.

In both cases names and addresses will not be disclosed without permission

Updated 25th October 2017

Telephone: 01737 400 162 Website www.marlinsswimmingclub.co.uk
Contact membership@marlinsswimmingclub.co.uk

