



THE STAR DIVING CLUB GUILDFORD

COMPLAINTS PROCEDURE FOR DIVERS/PARENTS

If a diver/parent of an under-age diver (under age of 16) has a concern or complaint about any aspect of the Diving Club, the following route should be followed. At all times the initial concern should be referred in the first instance to the person at the top of the list, only moving to others in the “chain” if the person with the concern is not satisfied with the answers received.

If the issue relates to participation in the sport (training, competing etc) then the following path should be used.

1. The coach conducting the session during which the incident occurred
2. The diver's designated coach
3. Head Coach
4. Chair of Star Diving

If the issue relates to an administrative or management issue:

1. The secretary of Star Diving who will then seek answers from the correct person, and if necessary arrange meeting etc to take place with the appropriate staff members.
2. Chair of Star Diving (who may refer this to the appropriate committee member)

Any situation which does not fall into either of these categories should be taken in the first instance to the Head Coach Joanne Hewat, via an appointment made by the club secretary who will determine the appropriate course of action.

Please note that any concerns relating to child protection should always be referred directly to the Welfare Officer, Rachel Andrewes: rachel.welfare@hotmail.co.uk