

Managing complaints concerning welfare against an official at a Sussex County ASA event.

Proposed draft procedure.

1. All actions should be considered and managed in accordance with the ASA's complaints procedure, welfare guidance and Code of Ethics.
2. On receipt of a complaint the matter is passed to the County Welfare Officer.
 - If the complaint is received during a competition the official is immediately told that a complaint has been made and is asked to leave poolside (by the Event Manager or deputy) and is not included in any further activities or meetings organised by Sussex County ASA until the complaint is resolved.
 - If the complaint is made following a competition the official must not be invited to officiate or attend in any official capacity any events or meetings organised by Sussex County ASA until the complaint is resolved.
 - The complaint should be made within 30 days, which should be completed on the standard complaint form along with the appropriate fee. (Page 76 & Page 73 of the ASA Handbook 2016.)
3. County Welfare Officer informs the official in writing with 48 hours of receipt of a complaint being received.
 - Given copy of ASA Procedures to make a complaint. (Page 76 ASA Handbook 2016) and Disciplinary Procedures (Page 79 ASA Handbook 2016)
 - Including date, time and outline nature of the complaint.
 - Must not include the name of the complainant.
4. County Welfare Officer writes to complainant within 48 hours of receipt of a complaint being received acknowledging the complaint and including ASA Complaints Procedure for handling the complaint. Also told they may take the matter to the police if they wish.
 - If complaint is passed to police by complainant the County will step back but support police investigation as requested.
 - Management Committee informed at the next meeting that a complaint has been made – no further details shall be provided.
 - If not passed to police County Welfare Officer informs the Regional Welfare Officer that a complaint has been made and requests the ASA appoint an independent (out of county and unknown to either party in the complaint) investigator(s) to take over the case.
 - Independent investigator(s) carries out investigation, calling on witnesses and evidence etc as required.
 - Independent investigator(s) reports, including recommendations, to County Welfare Officer after investigations are complete.
 - Both complainant and Official provided with this report by the County Welfare Officer.
 - Management Committee given copy of report and recommendations to consider.