

Scottish Schools Swimming Association (SSSA)

Complaints and Disputes

The purpose of this policy is to provide guidance and instruction on how to appropriately handle complaints and disputes.

1. All concerns, allegations or reports of malpractice or abuse relating to the welfare of children will be recorded and responded to swiftly and appropriately in accordance with Scottish Schools Swimming Association (SSSA) safeguarding policy and procedures. The Welfare Officer shall be the lead Officer in the event of any safeguarding concerns.
2. Any complaints of misconduct (serious, improper or unprofessional conduct) regarding the behaviour of Committee Members, Area Representatives, Coaches, Parents, Athletes or other persons supporting a SSSA swimming meet, shall be dealt with by SSSA in accordance with its discipline and appeals process and must be presented in writing to the Secretary (and where the matter relates to the Secretary, the complaint must be submitted to the Welfare Officer). Unless exceptional circumstances apply, the Secretary will hear complaints within fourteen days of receiving a complaint. If the complaint is sufficiently evidenced, the Secretary will appoint 3 (three) Committee Members (who have no direct or indirect interest/involvement in the matter) to sit on a

disciplinary panel. Subject to rule 4 below, a decision of the disciplinary panel shall be final and conclusive.

3. If a dispute arises between any Committee Members or Area Representatives of SSSA about the validity or propriety of anything done by any Committee Member or Area Representatives under these Rules and the dispute cannot be resolved by agreement, the parties to the dispute must first try in good faith to settle the dispute by mediation before resorting to litigation.
4. Any appeals must be received by the Secretary within 14 (fourteen) days of receiving the written decision.

Approved

16 February 2026