

The Alberta Summer Swimming Association (ASSA) has a process in place for managing complaints related to member conduct. To ensure consistency, ASSA defers to the Swim Alberta Discipline and Complaint process. The goal of this process is to maintain the integrity and safety of the organization while ensuring that members have a fair and transparent avenue to raise concerns.

What is a Complaint?

A complaint is a formal allegation of a violation of the Swim Alberta Code of Conduct or Rules and Regulations. Complaints can be raised by any member of the ASSA and Swim Alberta, including athletes, coaches, officials, parents, or volunteers. In the case of ASSA, any complaint must be made through the Swim Alberta Discipline and Complaint process. Only after the individual has exhausted the local club policy.

When to File a Complaint?

A complaint should be filed when a member of ASSA believes that there has been a violation of the Swim Alberta Code of Conduct or Rules and Regulations. The complaint should be filed as soon as possible after the incident or behaviour in question, to ensure that a timely investigation can take place. There are, however, no statutes of limitation on complaints.

Examples of a Complaint:

Complaints may include, but are not limited to, allegations of:

- Physical or emotional abuse
- Discrimination or harassment
- Misconduct or unethical behaviour
- Breach of confidentiality or privacy
- Use of performance-enhancing substances

The Role of a Case Manager in the Complaint Process:

A Case Manager is assigned to each complaint, to ensure that the complaint is handled in a fair and consistent manner. The Case Manager will be responsible for:

Receiving and Reviewing the Complaint:

- The Case Manager will receive the complaint and review it to determine if it meets the requirements for a formal complaint. If the complaint is accepted, the Case Manager will inform the complainant and the respondent of the complaint and begin the investigation process.

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Investigating the Complaint:

- The Case Manager will investigate the complaint by gathering evidence, interviewing witnesses, and reviewing relevant documentation. The Case Manager will then prepare a report of their findings and submit it to the Discipline and Complaints Committee for review.

Facilitating the Resolution:

- The Case Manager will work with the Discipline and Complaints Committee to facilitate the resolution of the complaint. This may involve mediation, settlement discussions, or a hearing before a panel of Swim Alberta members. The Case Manager will ensure that the process is fair and transparent and that all parties are given an opportunity to be heard.

Communicating the Outcome:

- Once a resolution has been reached, the Case Manager will communicate the outcome to the complainant and the respondent. The Case Manager will also ensure that any necessary follow-up actions are taken to address the issue.

If you believe that there has been a violation of the Swim Alberta Code of Conduct or Rules and Regulations, it is important to file a complaint as soon as possible. Remember that ASSA defers to the Swim Alberta Discipline and Complaint process, so any complaint must be made through that process. This process should only be used once the complaint has gone through the club's complaint process.

The Swim Alberta Discipline and Complaint Process has been designed to ensure that complaints are handled fairly and transparently, and that the organization maintains its integrity and safety. If you have any questions about the complaint process, you can contact The ASSA for further guidance.