



Comments Procedure

1. All comments are to be recorded on a Member's Comment form wherever possible.
2. All comments received are to be forwarded without delay to the officer designated to handle these queries.
3. Once received the comment will be forwarded to:
 - a. The teacher, copying in the Head Coach for pupil issues
 - b. The Head Coach for any teacher or programme issues
 - c. The Lifeguard Officer for any Lifeguard issues
 - d. Relevant Officer for any other issues
4. An initial response is required within 5 days
5. A formal response is to be given to the originating member wherever possible within 7 days.
6. Where it is not possible to provide a complete response in 7 days an acknowledgement must be given to the originating member with an estimated response date.
7. In the event that the comment cannot be resolved all papers relating to the issue should be forwarded to the Chairman for investigation and resolution
8. A record of all comments will be kept to allow for analysis and remedial action where necessary