

Aquavision Complaints Procedure

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Aquavision Swimming is committed to providing high quality teaching and coaching to our swimmers. If something goes wrong, or you are dissatisfied with any aspect of our provision, please tell us at the earliest opportunity.

What is a complaint?

A complaint is any expression of dissatisfaction about our action or lack of action.

What can I complain about?

Any specific incident or course of events related to anyone associated with the club which you feel has caused negative results and was reasonably avoidable. You might for example complain about:

- Standard of coaching.
- Treatment by, or attitude of, another club member, volunteer, coach or official.
- Failure to follow club procedures.
- Breach of club codes of conduct.

What can't I complain about?

Complaints cannot be accepted about anything which is beyond the control of the individuals involved, which is your own responsibility, or which could not have reasonably been foreseen.

Complaints cannot be about matters previously complained about, unless you include substantial new evidence which was not available to you at the time of the original complaint.

Who can complain?

Anyone can make a complaint to us: swimmers, parents and guardians of swimmer, coaches, volunteers etc.

How do I complain?

You can complain to the board of trustees. You must not attempt to raise a complaint with coaches or volunteers as this may not lead to effective resolution and may be unfair to those concerned and the swimmers they are supporting.

Complaints must be confidential to be properly addressed. Information may need to be gathered from individuals complained about or witnesses, and everyone must be treated fairly and not subjected to additional stress or worry.

This means that we will make sure that only those who need to know will be made aware that you have complained, and no-one who doesn't need to will know the details.

This also means that you too must not breach confidentiality. You must raise your complaint appropriately and follow this procedure. You must not complain aggressively or inappropriately to others involved in the club, or other clubs, or the wider artistic swimming community, or online in social media posting. It may become impossible to resolve your complaint if you do so.

It's easier to resolve complaints if you make them promptly and directly and include all relevant details.

You can complain in writing by email to complaints@aquavision.org.uk

You should include:

- Your full name and address.
- Your relation to the club and any other members, volunteers, coaches and/or trustees.
- What specifically you feel has gone wrong, without omitting any details.
- All evidence you have related to this matter.
- What specific action or inactions by which specific people you feel caused this.
- How you would like the matter to be resolved.

[How long do I have to complain?](#)

Normally, you should make any complaint within one month of an event you wish to complain about, or of your becoming aware of it.

In exceptional circumstances, we may be able to accept a complaint after this time limit. If you wish us to do so, you should include in your complaint the reasons why you think this should apply.

[What happens when I complain?](#)

Our complaints procedure has 2 stages.

Stage 1: Informal resolution

We aim to resolve complaints quickly and amicably, and if possible and appropriate will aim to provide an explanation and/or resolution within one month, unless there are exceptional circumstances – in which case, we will let you know.

The informal resolution stage is voluntary and is unsuitable unless all parties agree to participate. It might involve us asking parties for information, and/or mediation between parties.

If we cannot resolve your complaint at this stage, we will let you know.

If you are unsatisfied with our response at this stage, you can request to take your complaint to Stage 2 within a month.

Stage 2: Full Investigation

Complaints that cannot be satisfactorily resolved at stage 1 may go to stage 2 at the request of either side.

We will appoint a panel of 2 Trustees to investigate your complaint and seek any further relevant information from all parties.

You should be aware that this stage may take substantially longer than one month to complete, depending on the complexity of your complaint and the availability of all parties.

Where any points of your complaint seem unclear, you may be asked to provide further details. You may also be asked to meet to discuss your complaint.

At the end of any stage 1 or stage 2 process, you will be informed of the outcome and the final decision of the club, and any actions we will take next.

Individual trustees, coaches, members, swimmers and/or parents/guardians will be informed of any relevant changes needed, and anything further which we expect from them going forward.

What if I am still unhappy?

After we have fully investigated your complaint, if you are dissatisfied with our final decision or the way we dealt with your complaint, you can ask Swim England to look into it.