



Broomfield Park Swimming Club

Discipline, Disputes and Complaints Policy

Broomfield Park Swimming Club is governed by the Laws of Swim England and has its own rules that comply with these laws. This policy defines the disciplinary procedures and how disputes or complaints are resolved.

The Club is committed to providing an environment that is friendly, enjoyable and supportive, providing opportunities to develop skills through high standards of coaching and training for all its members.

We recognise that at times complaints, disputes or cases of ill-discipline may arise within the club and these are taken very seriously by the club. We aim to deal with these in a fair, consistent and an easy to follow process.

For clarity we use the following definitions:

Dispute: This occurs when there is a difference of opinion, either between members or on matters concerning the running or coaching of the Club.

Discipline: The behaviour or rules expected of all Members or people associated with BPSC as laid out in the Club rules.

Complaint: A formal expression of dissatisfaction, frustration or disapproval over a matter relating to the activities undertaken by BPSC/Swim England or the British Swimming Amateur Swimming Association.

Disciplinary: This describes the action when a member behaves in a way that contravenes the Club rules. If the breach is of a serious nature the Club's disciplinary sanctions will come into play.

Members are encouraged to raise any issues of dissatisfaction as they occur.

Any concerns of a safeguarding nature with regards to any individual(s) involved will be referred to Swim England Department of Legal Affairs as laid out in the Swim England Safeguarding policy.

The club expects that individuals should feel able to raise any grievance and the club wants to give an assurance that no member or volunteer will be penalised for doing so, unless the

allegation is untrue and not made in good faith. These rules apply to everyone associated with the Club.

If any person associated with the Club or outside the club, including ex-members, has a dispute or complaint regarding their treatment during any Club activity, the following process should be used.

Step 1: Informal Discussion/Resolution

Initially the complainant should bring the complaint to the attention of their coach or the Club Welfare Officer in the first instance. The Club encourages the use of informal discussions to resolve issues of concern, as this will ensure resolution as quickly as possible.

Step 2: Raising a Formal Dispute/Complaint

If the informal discussion does not resolve the issue then the complainant should send an email to the Welfare Officer at welfare@bpsc.club If the Welfare Officer is a party to the dispute then an e-mail should be sent to another member of the club's committee. Details of e-mail addresses are on the club's website (www.bpsc.club)

The e-mail should state:

- The nature of the issue.
- The action that was taken by the coach or the Club Welfare Officer,
- Reasons why the action is disputed, or complaint raised,
- The date and time of the incident and names of any witnesses to the event.

Step 3: Handling the Formal Dispute/Complaint

Once a formal dispute/complaint has been received then:

- The welfare officer (or nominated member of the club's committee) will acknowledge the dispute or complaint by reply using the same contact method as received.
- The welfare officer (or nominated member of the club's committee) will then appoint an Independent Investigator, (usually a member of the Committee or a Coach unconnected with the incident or persons involved)
- The Independent Investigator will provide a detailed email or written response to the Complainant with the findings and action to be taken, within 14 days of receipt.
- If the reply will take longer than 14 days to respond this will be explained with the reasons to the complainant at the earliest opportunity.

Step 4: Appeals

If, on receipt of this explanation, the Complainant is still dissatisfied with the explanation, they can appeal the decision with the 'Judicial Commissioner' at the office of Judicial Administration, Swim England. Any appeal must be formally registered in writing to the 'Judicial Commissioner' via email to judicial@swimming.org.

In such cases appeals will be conducted with the Swim England procedure in force at the time.