

Complaints Procedure

(For child safeguarding issues – please inform the Lead coach or the Welfare officer)

For concerns about:

Person	Report to
Swimmer	Lead coach
Poolside helper	Lead coach
Lead coach	Head coach
Head coach	Committee
Other volunteer	Committee
Parent	Committee
Pool facilities	Committee*

*The pools we use usually have forms that can be filled in and these should also be completed and passed on to the pool staff concerned

See also Wavepower 2016-2019 for Child safeguarding procedures.

See also ASA Code of Ethics and Codes of Conduct (all of which are in the membership booklet and on the website)

If you feel that you have not had a satisfactory outcome, please email the Chair through the Club Sec email.

