



This guidance is to clarify the course or courses of action following any behaviour that is in contravention of any of the following:

- Code of Conduct including for: Swimmers, Parents, Coaches/Staff, Officials/Volunteers
- Anti-bullying Policy
- Safeguarding Policy/Wavepower 2020-23
- Code of Ethics

At all stages of the following process any conversation with a member or parent will be conducted with curiosity as to the general welfare/situation of the member – an infringement of a Code or Policy may be due to circumstances outside of CSCSC where the member requires support, not discipline.

Process to be followed:

1. A coach, member or parent can trigger the following actions if they feel that one of the Codes or Policy has been breached:
  - a. Coach: speaks with the individual immediately about the specific issue and notifies the parent/guardian within 24 hours (if the individual is under 18 years of age).
  - b. Member/parent: reports the issue to the Coach or Welfare Officer (as appropriate) within 24 hours. The Coach/Welfare Officer speaks with the individual and parent (if the individual is under 18 years of age) about the specific issue within 24 hours of notification.
  - c. The remaining steps of the process are communicated to the individual and parent (if the individual is under 18 years of age).
2. If the behaviour continues the Welfare Officer is notified (if not already in step 1) and they manage the situation going forward by speaking with the individual and parent (if the individual is under 18 years of age) and liaising with the Coach. The remaining steps of the process are communicated to the individual and parent (if the individual is under 18 years of age).
3. If the unacceptable behaviour continues the Welfare Officer will involve the Head Coach and the member could be suspended from the squad for duration of no more than two weeks.
  - a. Suspension requires that the individual is not present at the pool during the period of suspension.
  - b. The final step of the process is communicated to the individual and parent (if the individual is under 18 years of age).
4. If the unacceptable behaviour continues when the member returns from suspension, the member could be permanently expelled from CSCSC at the discretion of the Head Coach.

In situations when more than one member is involved, this process will be followed for each member, individually or as a group (as appropriate for the situation).

The Codes and Policy and these steps will be communicated to members and parents at squad meetings held at the beginning of the season. All members must sign to say they have read and will abide by the Codes and Policy when they join the club and re-register each year.