



City of Wakefield Swimming Club Complaints Procedure

Stage 1

Any member or parent/carer who is uneasy about any aspect of the swimming clubs provision in respect of the coaching provided or behaviour displayed, should, in the first instance, discuss their concerns with the coach concerned.

The coach concerned will inform the Welfare Officer for information only.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the member or parent/carer should put their concerns or complaint verbally or in writing via email to the Welfare Officer at welfare@swimwakefield.com. The Welfare Officer will respond in the same manner as initially informed.

Stage 3

If the Welfare Officer response is not acceptable or if the incident requires further review, the affected parties will be invited to a meeting with the Welfare Officer and another committee member; the member should be accompanied by a parent/carer. In addition the parent/carer may also be accompanied by partner/friend.

An agreed written record of the discussion must be made and emailed to relevant parties

Stage 4

If after the Stage 3 meeting agreement cannot be reached, an external mediator is invited to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help define the problem, review the action so far and suggest further ways in which it might be resolved.

Staff or volunteers within the ASA are appropriate persons to be invited to act as mediators.

The mediator keeps all discussion confidential. S/he can hold separate meetings with the swimming club personnel (Welfare Officer and committee member) and the member or parent/carer if this is decided to be helpful.

The mediator must keep an agreed record of any meetings that are held and of any advice s/he gives.



Stage 5

When the mediator has concluded her/his investigations, a final meeting between the member or parent/carer, the Welfare Officer and the committee member must be held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, must be made with everyone present at the meeting signing the record and receiving a copy of it.

This signed record signifies that the procedure has concluded.