



Established since 1962

Soundwell Swimming Club - Complaints Policy

Introduction

Soundwell Swimming Club is committed to safeguarding all children and young people. The Club's committee members, volunteers, coaches and supporters all work very hard to build positive relationships with all the children, young people and parents associated with the Club. However, it is acknowledged that there may be occasions where there are complaints by a child, young person or parent. The following policy sets out the procedure that the Club follows in such cases.

This policy has been formally adopted by Soundwell Swimming Club and is consistent with Wavepower 2020-23: Child safeguarding policy and procedures for Swim England clubs.

Applicable rules and regulations

This complaints procedure is aligned with the Swim England Handbook and the Club's Constitution (available on our website). The following parts of the Swim England Handbook apply within this policy:

- 102 – Complaints
- 103 – Stage 1 - Club Complaints Procedure
- 104 – Stage 2 – Judicial Complain Resolution Procedure
- 241 – Child Safeguarding and Welfare
- 281 – Club Rights and Responsibilities

Disputes and Complaints: Definitions

- Dispute: A difference of opinion either between members or on matters concerning the running of the Club.
- Complaint: A formally expressed dissatisfaction over an item relating to activities undertaken by the club.

The Club aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child or young person above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

Process:

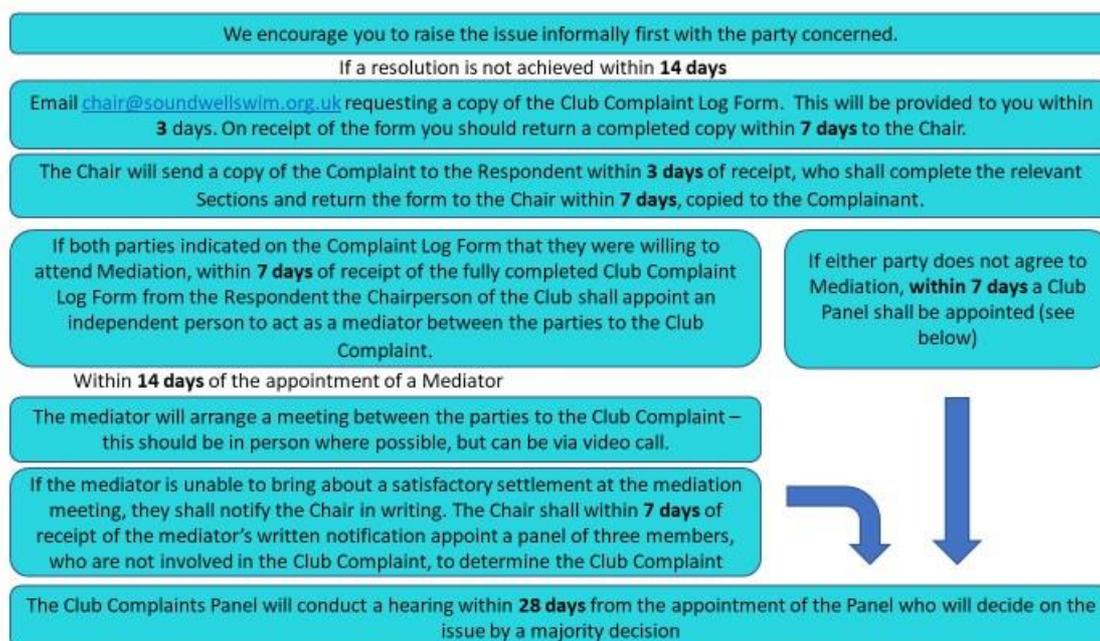
Any complaint between any two or more members of the Club involving an alleged breach of the Club's rules or any other dispute not related to an alleged breach of Swim England Regulations shall be dealt with as a Club Complaint – **Stage 1 complaint**.

Any complaint which has exhausted the Stage 1 process, or involves an allegation that there has been a breach of Swim England Regulations by a member of a Club should be dealt with as a Judicial Complaint made to the Commissioner under Regulation 104 – **Stage 2 complaint**.

Welfare or Safeguarding Concern. If the nature of the complaint relates to a safeguarding concern or affects a child's welfare, please refer the issue to one of the Club Welfare Officers. The issue will be addressed with reference made to the Swim England Child Welfare Complaints Procedure within The Swim England Handbook, which sets out the method for dealing with child welfare concerns when a complaint is received from a parent, carer, guardian or a child. In the first instance, concerns about a child, which may reach the level of seriousness of Child Protection or indeed pose potential harm to a child (known as a 'Referral') will be dealt with under Wavepower processes, [Section 2.1–Abuse, Duty of Care and Reporting Process](#).

Stage 1 - Club Complaint

The following process should be followed if any person associated with the Club has a dispute or complaint regarding their treatment during any Club activity.



Further details of this process can be found in Section 103 of the [Swim England Handbook](#).

Stage 2 – Judicial Complaint

The Judicial Complaint Procedure can be found in Section 104 of the [Swim England Handbook](#).

The Judicial Complaint Procedure relating to a Club Complaint Outcome shall not be commenced under these Regulations unless the Stage 1 process has been exhausted.

The time limit for the submission of a Judicial Complaint is **30 days** from the date of either the alleged breach of the Swim England Regulations, or the receipt of the Club Complaint Outcome and is subject to a Complaint Fee of £100.