



## **Bromsgrove Swimming Club**

### **Summary of Complaints and Grievance Procedures**

We, at Bromsgrove swimming club, believe that all swimmers, coaching staff and parents/ carers are entitled to expect prompt and careful attention to their needs and expectations.

We welcome suggestions to improve the club and aim to listen carefully to concerns raised. We will endeavour to ensure that all parties are treated equally and fairly; both the complainant, and the person against who the complaint has been made, will be given the opportunity to be heard and call witnesses, if felt to be appropriately. In the first instance, complaints or concerns about club procedure should be raised locally / verbally with the head coach, a committee member or the club welfare officer depending on which is deemed appropriate. It is hoped that the majority of issues can be resolved quickly and efficiently at this stage, but if this is not achieved then we have the following procedure to deal with on-going issues.

Bromsgrove Swimming Club has two types of complaint procedures which the complainant will go through stopping when a resolution is reached.

- **General complaints**
- **Welfare complaints**

### **General complaints**

#### **Stage 1**

Time scale - within **one week** of incident occurring

- Investigating officer to respond within 7 days if possible
- Meeting arranged, if appropriate within the following 7 days

If it is considered that concerns have not been adequately addressed, then the complaint should be made in writing to the Chairperson of BSC committee. (If the Chair person has been involved, this should be the secretary).

This should include details of:

- The nature of the incident; including dates, times, location and those involved including any witnesses.
- The actions that have been taken so far by complainant and club officials involved

- The reasons why there is an on-going concern.

The Chair person will appoint an investigating officer (usually another member of the Committee) who will respond within **7 days** if possible. These findings will subsequently be discussed at the next committee meeting.

The Chairperson and investigation officer will arrange a meeting with the complainant to discuss the contents of this report within the following **7 days**. Records of these meetings and discussion should be kept and those present should sign and receive a copy of them. If it is necessary to discipline a member of the club, then the club may have to set up a panel to deal with the matter. The panel may consist of up to three people, one of whom will act as a chairman and one as a secretary. These people **must not** be involved in the dispute, and the club may want to ask individuals from outside the club to sit on the panel if it is deemed necessary. After preparation of a detailed report with finding and record any actions to be taken.

## **Stage 2**

If there is a continuing dispute, following **stage 1**, from either party, the complaint should be raised with Swim England by contacting the Judicial Administrator at Swim England Head Office, Sportpark, 3 Oakwood Drive, Loughborough, Leicestershire, LE11 3QF.

## **Child welfare issues /complaint**

At any stage, if there are any child safeguarding concerns they should be raised immediately with the Child Welfare Officer. Bromsgrove swimming club follows guidelines for dealing with welfare issues in accordance with The ASA Child Welfare Complaints Procedure.

For more details please visit <https://www.swimming.org/swimengland/wavepower-child-safeguarding-for-clubs>

## **The ASA Child Welfare Complaints Procedure**

### **Step One** Informal Resolution Locally Timescale: **Immediate**

As an adult member of the ASA, when a child, coaching team, parent or carer has made a complaint or drawn to attention a concern, it must first be assessed as to whether it is appropriate for the club to resolve it. Ideally, you should consult your club Welfare Officer before embarking on any course of action. Confidentiality will be maintained on a 'need to know basis' i.e. only the coach, the Welfare Officer and child's parents may need to know of a concern and no one else. Sometimes the individuals involved may need to be extended to the Team Manager (for example a child causing distress to another during club sessions) or to the Chairman. The important factor is to keep the information restricted to as small a circle as possible.

**Step Two** Resolution through Club Welfare Officer Timescale:

Intervention: respond to complaint within **Seven Days** and subsequent meeting if necessary within following **seven days**

The primary role of the club Welfare Officer will be to resolve to the satisfaction of the child, parent, guardian, carer or anyone else the welfare issues complained of, if at all possible. A club Welfare Officer may have matters referred to them for example through Step One or may have matters brought directly to their attention. The club Welfare Officer will consider the nature of the complaint and if they are able to address the concern.

It is anticipated that club Welfare Officers will be able to address issues such as minor club rule infringements, poor practice and bullying through the club's own complaints process

Matters of child protection should be referred, where appropriate, immediately to the appropriate statutory authority (see details in Wavepower – Welfare Officer's information sheet) and to the ASA ICPO.

The club Welfare Officer must:

1. Record the details of the complaint – what was the problem?
2. How it was resolved? The actions taken and by whom (the Welfare Officer or others).
3. Observe confidentiality and secure storage of referral documentation (see appropriate policies within Wavepower).

**Step Three** – National Level – The ASA Independent Child Protection Officer

Timescale: Intervention **three Days**

The ASA ICPO will have a right to be involved in any child welfare matter, which the ASA ICPO in consultation with the Head of Legal Affairs reviews and decides needs ASA intervention.

For example:

- Where one party remains unhappy that the problem has not been resolved at Step One or Step Two.
- Where a matter is brought to the ASA ICPO's attention by an ASA Welfare Officer at Steps One or Two.
- At any stage, by direct referral to the ASA ICPO by an ASA member (child or adult), parent, guardian or carer of an ASA member.

For additional guidance, please refer to wavepower

<https://www.swimming.org/swimengland/wavepower-child-safeguarding-for-clubs>