

## Sheffield City Swimming Club Complaints Procedure

**This six-stage policy has been formally adopted by Sheffield City Swimming Club (SCSC) and is consistent with, inter alia, Wavepower 2016-19: Child safeguarding policy and procedures for Swim England clubs.**

**Stage 1 – Verbal Discussion.** Any individual who has an issue with any aspect of the SCSC's provision, should, in the first instance, discuss their concerns with:

- For swimmers or parents/carers, this will be a coach.
- For coaches, this will be a committee member or the Welfare Officer.

Please make sure there is time for a calm and private discussion. Organise a time when the coach's sessions are finished and they have no other sessions running.

The coach, committee member or Welfare Officer will complete an Incident Report Log, for the club's information and monitoring. Should this for any reason be inappropriate, please move directly to stage 2. If the nature of the complaint affects a child's welfare, reference must be made to SCSC's Child Protection Policy.

**Stage 2 – Written Complaint to the Welfare Officer.** If the initial stage has not resulted in a satisfactory outcome, or if the issue recurs, the issue should be put in writing

**Stage 3 – Formal Committee Response.** Should an immediate resolution not be possible, the Welfare Officer will present a written note in confidence at the next committee meeting (these meetings occur approximately every 4 weeks).

The committee will discuss the matter in confidence and offer a solution in writing to the swimmer, parent/carer or coach.

**Stage 4 – Formal Committee Meeting.** If the written response is for any reason not found acceptable, a meeting should be sought with the Welfare Officer and another committee member.

- At such meetings, swimmers should be accompanied by a parent/carer.
- Parents/carers may be accompanied by a partner or friend if required.

- Coaches may be accompanied by a friend or colleague if required.

An agreed written record of the discussion will be made for all parties present at the meeting to sign as an accurate record.  
A copy will be shared with the parties.

**Stage 5 – Mediation.** If after the Stage 4 meeting agreement cannot be reached, an external mediator will be invited to support resolution. This person will be agreed in advance who is acceptable to both parties. Staff or volunteers within Swim England are appropriate persons to be invited to act as mediators.

A mediator has no legal powers. Their role is to listen to both sides, help define the issue, review actions taken to date and to offer balanced and impartial advice which will enable the issue to be resolved.

The mediator will keep any discussions confidential. If this is considered helpful, they may hold separate meetings with parties involved in the situation. The mediator must keep an agreed record of any meetings that are held and of any advice they provide.

**Stage 6 – Resolution.** When the mediator has concluded their investigations, a final meeting between the swimmer or parent/carer, the Welfare Officer and the committee member will 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 will be used to reach this conclusion. The mediator will be present if all parties deem it will help reach a decision.

A record of this meeting, including the decision on the action to be taken, will 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.