



[RSC complaints procedure](#)

[Complaints regarding RSC procedure](#)

We believe that swimmers 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 appropriate.

In the first instance, complaints or concerns about club procedure should be raised locally verbally with the head squad coach, head coach or the club welfare officer. 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 ongoing issues.

Stage 1.

Timescale -14 days

If an issue is not felt to be addressed or resolved informally, it should be raised either verbally or in writing to the Head Coach or the Welfare officer. They will acknowledge receipt of complaint as soon as possible in the same format that it was raised, and then endeavour to respond within 7 days with suggestions for resolution.

An incident report log will be completed for information.

Stage 2.

Time scale -21 days

If it is considered that concerns have not been adequately addressed, then the complaint should be made in writing to the Chairperson of RSC committee. (If the Chair person has been involved at stage 1 this should be the Vice-Chair). 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 ongoing concern

The Chair person will will appoint an investigating officer(usually another member of the Committee) who will prepare a detailed written report with findings and recommendations of any actions that may need to be taken within 7 days if possible. These findings may be discussed within the committee if it is considered helpful. The Chairperson and investigation officer will meet 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.

Stage 3

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

At any stage, if there are any child safeguarding concerns they should be raised immediately with the Child Welfare Officer and these will be addressed in accordance with the clubs Child Protection Policy.

Complaints by Coaches

We believe that our coaches have the right to be treated with dignity and respect. If a coach feels that a parent, swimmer or fellow coach has breached the code of conduct of the club then the following stages for resolution may be used:

Stage 1. Informal discussion with the swimmer, parent or coach involved.

Stage 2. Raise concerns with the head coach or welfare officer who will facilitate discussions with the Parents, Swimmer or Coach involved. (Parents will be informed if swimmer is under 18 years)

Stage 3. Concerns should be raised in writing to the Chairperson of RSC and it will be addressed as per the complaints procedure.