



BOBSC Complaints Procedure

Borough of Barnsley Swimming Club believes that its members are entitled to expect courtesy and appropriate conduct from all fellow members and those directly involved with the club, at all times. We welcome suggestions on how to improve our swimming club and will give careful consideration to any concerns or suggestions raised. We anticipate that most concerns will be resolved quickly by an informal approach to an appropriate person. If this does not have the desired result, we have a procedure for dealing with such matters.

Any concerns of a child protection nature should be referred to the Welfare Officer in the first instance, and the Swim England guidance will be followed as per the Safeguarding and Protecting Children Policy.

It should be noted that concerns or issues relating to the training programme and training provision should be raised to BPL. These matters should be raised to the Head Coach in the first instance. Borough of Barnsley Swimming Club will provide support to BPL and club members, in the resolution of issues, as and where appropriate to do so.

This document explains the rules on how concerns, disputes and complaints relating to non-training related activities will be addressed and resolved within Borough of Barnsley Swimming Club. For example, matters arising in relation to competitions, events and fundraising activities undertaken through Borough of Barnsley Swimming Club

The Procedure:

The following procedure should be followed if any swimmer, parent or guardian associated with the club has a concern, dispute or complaint regarding matters arising during any non-training related club activity. They should;

Stage 1: Raise the issue with a member of the Club Committee in the first instance. Members are encouraged to voice their concerns informally and encourages all parties to use informal discussion wherever possible to resolve issues in the first instance.

Stage 2: If dissatisfied with the outcome, or if the issue is still occurring, the complaint should then be raised with a member of the club's Executive Committee.

On receipt of the complaint (either in writing or verbally) every effort will be made to resolve the matter by further informal discussion. The person in receipt of the complaint will aim to provide a response within 7 days. If the response is not satisfactory, or does not resolve the matter, then Stage 3 may be followed.

Stage 3: The member should put their concerns, complaint or dispute in writing to the club's Chairperson within 14 days of the previous response or action that was taken. If the matter relates directly to the Chair themselves, then it should be addressed to another member of the club's Executive Committee instead (ie. the Secretary or Treasurer). The written communication should state the following:

- The nature of the issue
- The previous action that was taken by the Committee member
- The reasons why the action is disputed or why further complaint is being raised
- The date and time of the incident/occurrences
- The names of any witnesses to the incident/occurrences.

The Chair will acknowledge the dispute or complaint by reply using the same method as received. The Chair will appoint an Independent Investigator (normally a member of the BOBSC Committee who is



unconnected with the incident). If the club cannot find an Independent Investigator then the club may refer the matter to Swim England.

Within 7 days from the date of acknowledgement, the Investigator will provide a detailed written response to the club Committee with the findings and recommendation of any actions that need to be taken. Interviews with witnesses will be conducted as necessary. Should additional time be needed to conduct the investigation, this will be confirmed to the complainant with a timeframe for when the investigation is expected to be completed.

The club Chair and at least one other member of the Committee will then meet with the complainant to discuss the outcome of the findings and what action will be taken. A record of this meeting, including the decision on the action to be taken, will be made. All persons present at the meeting will then be required to sign the record and will be in receipt of a copy. This signed record signifies that the procedure has concluded.

If either party to the dispute is dissatisfied with the outcome, they have the right to make a complaint to the Judicial Administrator at Swim England Head Office, in accordance with the judicial procedure outlined in the Swim England Handbook (section 150-155).