



TAVISTOCK SWIMMING CLUB

Established 1990

COMPLAINTS POLICY

1. TSC aims to produce an environment in which both children and adults feel welcome and comfortable. However, sometimes things can go wrong.
2. In general, the more quickly matters are dealt with, the better. If possible, concerns should be raised immediately with the person in charge of the session or activity (at competitions, with the team manager, coach or referee) or with a member of the pool staff. All parties should attempt to resolve the issue then and there.
3. The following guidance applies where the issue cannot be (or has not been) resolved in this way.
4. All complaints or concerns regarding the welfare of a child (under 18) or vulnerable adult should be made to the Welfare Officer, who will deal with it in accordance with Swim England Wavepower. The welfare officer is Sue Dunstan and she can be reached on taviswimclubwelfare@gmail.com or suedunstan2@hotmail.com.
5. All other complaints, disputes or concerns may be made to any committee member. A list of committee members and their contact details may be found in the members' section of the website (log-in top right), under Team Tools -> Coaches & Board Page. Non-members should email tavistockswimmingclub@gmail.com.
6. Such complaints should be made as soon as possible and in any event within two weeks of the matter complained of. Only in exceptional circumstances will complaints be considered outside this time limit. Memories fade quickly and delay causes difficulties with investigations.
7. The committee member or other person receiving the complaint shall refer it to the club chairman, who shall appoint a panel of up to three people

(generally committee members), consisting of a lead and one or two supporting people, to handle it. The people appointed shall be people who are not involved in the complaint. If the complaint concerns the club chairman, the appointment must be approved by the committee as a whole.

8. The people appointed shall attempt to resolve the complaint informally. They shall have complete freedom regarding how they do this, subject to the following:
 - (1) the complaint shall always get a response;
 - (2) where practicable, the complaint shall be handled within two weeks of receipt;
 - (3) while the complaint is being dealt with, information regarding it shall be kept confidential except insofar as is necessary to achieve a fair resolution (for example, if evidence from witnesses is being sought);
 - (4) anyone complained against is entitled to know what they have been accused of and to have a fair chance to answer any allegations;
 - (5) where appropriate a face-to-face meeting with the affected parties shall be held in a neutral environment with the panel lead and at least one other person. Affected parties shall be invited to bring a support person of their choice to that meeting if they wish;
 - (6) the complaint shall be assessed against any relevant Code of Conduct.
9. In attempting to resolve the complaint, the people appointed may seek such help and advice from other people as they see fit but must continue to comply with para.8(3) above.
10. If it is not possible to resolve the complaint in this way, the matter shall be dealt with according to Swim England guidance (currently found on the Swim England website under "[How to resolve issues with your club](#)"). It is likely this will involve a Club Complaint, which is started by filling out a club complaint form ([here](#)).



Reporting and record keeping

11. The panel lead shall be responsible for recording the facts of the case, actions taken to resolve the matter and the outcome. This information shall be shared with the club committee once the complaint has been dealt with or paragraph 10 above has been reached.
12. The panel shall also be responsible for deciding whether and to what extent such information about the complaint is shared beyond the club committee. The starting point shall be that only the facts that there has been a complaint and that it has been resolved (if it has) shall be disclosed unless, in the opinion of the panel, there is good reason for releasing more details.

November 2024