

# BISHOP'S STORTFORD SWIMMING CLUB

(Affiliated to Swim England East Region)



## Dispute Resolution Procedure

### Statement of intent

Bishop's Stortford Swimming Club believes that swimmers and parents/carers are entitled to expect courtesy and prompt, careful attention to their complaints. We welcome suggestions on how to improve our swimming club and will give careful consideration to any complaints raised. We anticipate that most complaints will be resolved quickly by an informal approach to the appropriate person. If this does not have the desired result, we have a procedure for dealing with complaints.

### Aim

We aim to bring all complaints regarding the running of our swimming club to a satisfactory conclusion for all parties.

### Methods

To achieve this, we operate the following dispute resolution procedure where members feel there has been a breach of club rules, in line with Regulations Swim England Handbook. All matters will be treated confidentially. Please note that any allegation that Swim England law has been broken must be handled by Swim England under Regulation 102.

### How to complain

#### Stage 1

Any member or parent/carers who has a complaint, should, in the first instance, discuss their complaint with their teacher/coach, or with the Head Coach.

The teacher/coach must complete an Incident Report Log for information only, a copy of which should be provided to the Club Secretary.

#### Stage 2

If stage 1 does not have a satisfactory outcome, or if the problem recurs, the member or parent/carers should put their complaint in writing to the Secretary ([secretary@bsswimclub.org.uk](mailto:secretary@bsswimclub.org.uk)), or in the case of matters relating to welfare/safeguarding, to the Welfare Officer ([welfare@bsswimclub.org.uk](mailto:welfare@bsswimclub.org.uk)). The committee will discuss the matter and offer a solution, in writing, to the swimmer or parent/carers. Matters relating to welfare/safeguarding will be handled in accordance with the club's Child Protection Policy.

#### Stage 3

If the written response is not acceptable, the swimmer or parent/carers should request a meeting with The Chairman and another committee member or in the case of matters relating to welfare/safeguarding, The Welfare Officer and another committee member. If it is appropriate for the member to attend, they should be accompanied by a parent/carers. In addition, the parent/carers may also be accompanied by partner/friend.

An agreed written record of the discussion must be made, and all parties present at the meeting must sign the record and receive a copy of it.

#### Stage 4

If after the Stage 3 meeting, agreement cannot be reached, the Chairman or, if s/he is party to the dispute, another member of the Committee, will appoint an independent person to act as mediator to help settle the dispute. This person should be acceptable to both parties, listen to both sides and offer advice, and may be a member of the club or of another club affiliated to the Swim England. A mediator has no legal powers but can help define the problem, review the action so far and suggest further ways in which it might be resolved.

Staff or volunteers within Swim England are appropriate persons to be invited to act as mediators. The mediator keeps all discussion confidential. S/he can hold separate meetings with the swimming club personnel (Chairman and committee member) and the swimmer or parent/carers if this is deemed to be helpful.

The mediator must keep an agreed record of any meetings that are held and of any advice s/he gives. When the mediator has concluded her/his investigations, a final meeting between the swimmer or parent/carers, the Chairman and the committee member must be held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the dispute. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

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

#### Stage 5

If the mediator is unable to bring about a satisfactory conclusion within 21 days, the club then has a further 14 days to appoint a panel to determine the complaint, following the procedure laid out in Swim England Handbook,

\*\*\*\*\*AT ANY POINT ABOVE\*\*\*\*\*

IF THE NATURE OF THE COMPLAINT RELATES TO A CHILD'S WELFARE, REFERENCE MUST BE MADE TO THE CLUB'S CHILD PROTECTION POLICY. COMPLAINTS THAT RELATE TO CHILD WELFARE/SAFEGUARDING WILL ALWAYS BE REFERRED DIRECTLY TO STAGE 3.