Internal Club Complaint Form

Before this Club Complaint is submitted to the Chair of the Club (or their nominee), an attempt should be made to resolve the matter informally and the Club’s rules should be consulted. If the matter cannot be resolved informally, this Form should be returned to the Chair of the Club (or their nominee) once completed by the Complainant/Respondent.

Complainants should note the time limits for the making of Club Complaints set out in Judicial Regulation 107.2.1.

Guidance notes for this Form are indicated by a number and can be found at the end of the Form. Guidance on the Swim England Judicial Regulations can be obtained from the Swim England Office of Judicial Administration by contacting [judicial@swimming.org](mailto:judicial@swimming.org) or via the Swim England webpage [here](https://www.swimming.org/swimengland/judicial-safeguarding-regulations/). Both should be consulted prior to completing this Form.

Complaint

To be completed by the person making the Complaint.

|  |  |
| --- | --- |
| **Details of the person making the Complaint 1** | |
| Name |  |
| Role in Club |  |
| Are you making this complaint on behalf of a member under 18? | YES/NO (delete as appropriate)  If yes please name: |
|  |  |
| **Details of the person(s) subject to the Complaint** | |
| Name |  |
| Role in Club |  |
|  |  |
| **Details of Complaint 2** | |
|  | |
| **Have you tried to resolve this informally? 3** | YES/NO (delete as appropriate) |
| **If yes, please detail the informal resolution attempts** | |
|  | |
| **Are you willing to have this complaint informally resolved?** | YES/NO (delete as appropriate) |
| **Desired outcome of Complaint 4** | |
|  | |
| **Date of completion by complainant** |  |

Response

To be completed by the person subject to the Club Complaint.

|  |  |
| --- | --- |
| **Do you accept or deny the Complaint?** | ACCEPT/DENY (delete as appropriate) |
| **Response to Complaint 5** | |
|  | |
| **Are you willing to have this complaint informally resolved? 3** | YES/NO (delete as appropriate) |
| **Date of completion by respondent** |  |

Club Complaint Log

To be completed by the Club following each stage of the Club Complaint.

|  |  |  |
| --- | --- | --- |
| **Timeline** | | |
| Date Club Complaint Form requested | |  |
| Date Club Complaint Form sent to Complainant | |  |
| Date Club Complaint Form received from Complainant | |  |
| Date Club Complaint Form sent to Respondent | |  |
| Date Club Complaint Form received from Respondent | |  |
|  | | |
| **Informal resolution (if applicable)** | | |
| Was the matter resolved informally? |  | |
| Time and date of any attempt(s) **6** |  | |
| Outcome | SUCCESSFUL/FAILED (delete as appropriate) | |
| **If successful, please document outcome 7** | | |
|  | | |
|  | | |
| **Panel Hearing (if applicable)** | | |
| Time and date of hearing |  | |
| Hearing panel members |  | |
| Club Complaint Decision 8 |  | |
| Date Decision was communicated 8 |  | |
| Sanctions imposed (if any) 8 |  | |
| Additional Details 9 | | |
|  | | |

Note: Upon conclusion of a Club Complaint, the Club should retain this completed form. A copy must be shared with the Club chairperson (or nominee) and all parties involved in the Club Complaint.

The decision of the Panel Hearing must be shared with Swim England on the template form provided.

Guidance Notes

1. If you are making your Club Complaint on behalf of your child, please note this and include both your and your child’s details.
2. Please describe the nature of your Complaint or dispute, including how Club rules have allegedly been breached, in no more than 300 words.
3. Swim England strongly recommends that individuals consider trying to resolve a Club Complaint informally, this could include mediation. Such means shall be arranged by the Club and mediation should be led by an independent person. While it is unlikely to result in both parties to the complaint obtaining their ideal outcomes, it can produce an outcome that both are satisfied with, whilst preserving and repairing the relationship between the parties. Informal resolution or mediation also provides the parties themselves with control over the outcome, which will be lost if the Club Complaint escalates to a hearing.
4. Please explain what you want to obtain from this Complaint, for example reinstatement or an apology, in no more than 100 words.
5. Please outline your response to the Complaint, including any factors you believe should be considered, in no more than 300 words.
6. Informal resolution can be attempted more than once and at anytime throughout the process. All attempts should be listed.
7. Please do not include any information about what was discussed during the mediation, save for the agreed decision (if applicable).

You may include additional details, for example, details regarding the venue, difficulties in arranging a suitable date/time and any objections to the mediator.

1. Please outline the decision of the Club Panel Hearing, the date the decision was communicated, and any sanctions imposed.
2. Additional details may include, for example, details regarding the venue, difficulties in arranging a suitable date/time, any objections to the panel members and how such objections were addressed. You may also wish to note the conduct of the parties and the reasons why you felt that the panel members were sufficiently independent.