

If you have a comment or complaint!



Our aim is to provide the best possible coaching in a friendly, affordable and high-achieving environment but we don't always get it right.

We value your comments as a way of helping us to improve so please contact us about your comments, views or concerns regarding any aspect of the club.

Don't forget, if we don't know about it, we can't put it right!

If you have a comment or are dissatisfied about some aspect of the Club and the way it is conducted please follow the procedure set out below to ensure that your concerns are fully investigated and appropriate action is taken where necessary.

PLEASE NOTE: this procedure is not for use in cases where you are dissatisfied with your child's progress in swimming. That is a matter solely for the teacher or coach. Please contact the relevant coach directly though do not expect to see the coach when he/she is on the poolside coaching other swimmers.

If you have a grievance or complaint you should first speak to a member of the Management Committee to see if the complaint can be dealt with informally. Alternatively, you are also able to send comments or make complaints directly to the Club Chairman via scswimclub@icloud.com.

If this fails to resolve your complaint we recommend that you contact the Club Secretary to request a copy of the Clubs Complaints/Grievance Procedure. Alternatively, this can be downloaded from the club website. All complaints will follow this procedure, unless the issue is of a Child Protection, Criminal or Doping matter.

In accordance with the procedure, you must then submit your Complaint or Grievance in writing to the Club Secretary no later than 30 (thirty) days following the incident.

If you are still dissatisfied after the Grievance Procedure has been exhausted (including the Appeals Procedure), and the matter you complain about comes within Swim England Laws (Law 105) you may make a complaint to the Swim England's Judicial Administrator (please refer <https://www.swimming.org/members/how-to-resolve-issues-with-your-club/>)

To do this you must obtain the appropriate Form from Swim England, complete it and return it to the Judicial Administrator with the appropriate fee. The address is:

Amateur Swimming Association
Pavilion 3,
SportPark
3 Oakwood Drive
Loughborough
Leicestershire
LE11 3QF

Email: customerservices@swimming.org
Telephone: 01509 618 700