

The ASA Child Welfare Complaints Procedure

ASA SWIMLINE



Who is the ASA SwimLine for?

This service is provided for anyone involved in swimming, including children and young people who believe that the welfare of a child is at risk. This could be neglect or abuse, bullying or fear of someone, or anything that is worrying you and you don't know who to discuss this with.

What happens if you call?

When you ring you will hear a message. This will explain that if you wish to speak to someone urgently - or it would not be convenient or safe for someone to call you back – you can press a number to transfer straight to the NSPCC Child Protection Helpline. This will be answered by trained and experienced counsellors who will advise you and will act to protect children.

If there is no problem with someone calling you back and you wish to speak to someone who understands swimming, you will need to leave your telephone number and time when it is convenient for one of our Child Protection Group to ring you back. These people are members of swimming clubs who work in child welfare as a profession and have volunteered to help this ASA programme.

If there is an issue which causes concern the ASA will act to protect the child.

Other things you should know

SwimLine calls are free and do not appear on itemised bills unless the call is made from a mobile phone. SwimLine does not use the 1471 code or any other call return or call display facility.

If you leave a message we aim to ring back during the next working day. If you phone over the weekend, we will aim to contact you on Monday.

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Our Numbers

You can call the ASA Swim Line on 0808 100 4001.

You can call the NSPCC Child Protection Helpline direct on 0808 800 5000.

This line is open for 24 hours each day and calls are free of charge.

If you have a Textphone you can call the NSPCC Textphone on 0800 056 0566

Comments and suggestions on how we can improve this service are welcome.

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