



## COMPLAINTS POLICY

### Introduction

Hackney Aquatics Club (HAC) is committed to providing a positive and inclusive environment for all members and strives to address any concerns effectively and fairly. This Complaints Policy outlines the process for raising and resolving complaints made by members (aged 18 or over), parents/guardians of members (for members aged under 18), or anyone else about HAC.

### Types of Complaints

This policy applies to complaints not relating to an alleged breach of Swim England regulations regarding (but not limited to):

- Coaching or teaching standards
- Club facilities or equipment
- Communication or treatment by staff or volunteers
- Discrimination or bullying within the club
- Club policies or procedures
- Health and safety concerns at facilities used by the Club

### Informal Resolution

HAC encourages complainants to raise concerns informally in the first instance. This could involve speaking directly to the coach, teacher, or volunteer involved, or contacting the Club Welfare Officer. The Club will strive to resolve the issue promptly and confidentially.

### Formal Complaints Procedure

If the informal approach is unsuccessful, or a complainant prefers to submit a formal complaint, they should follow these steps:

1. **Submit a Complaint Form:** A complaint form can be obtained from the Club website, or by contacting the Club Secretary at [secretary@hackneyaquaticsclub.org](mailto:secretary@hackneyaquaticsclub.org). The form should detail the nature of the complaint, any witnesses, and the desired outcome.
2. **Acknowledgement:** HAC will acknowledge receipt of the complaint within 5 working days.

3. **Investigation:** A designated person (not directly involved in the complaint) will investigate the matter. This may involve gathering statements, reviewing relevant documents, and interviewing witnesses.
4. **Outcome:** The complainant will be informed of the investigator's decision on the outcome of the complaint within 20 working days or, if the investigation cannot reasonably be completed to allow a decision within this timescale, an update will be provided to the complainant with an expected decision date.
5. **Appeal:** The complainant has the right to appeal the decision if they are not satisfied with the outcome. The appeal process will be outlined in the response to the complaint.

## Confidentiality

HAC will treat all complaints confidentially, except where disclosure is required by law or by Swim England (as the national governing body for aquatics in England) or its insurer or to protect the welfare of others.

## Swim England Complaints Procedure

If HAC's internal complaints procedure has been exhausted and the complainant remains unsatisfied, they can refer the matter to Swim England  
<https://www.swimming.org/members/how-to-resolve-issues-with-your-club/>.

## Review

This Complaints Policy will be reviewed annually and updated as necessary.

## Contact Information

For any enquiries regarding this policy, please contact:

Club Welfare Officer: Laura Ashton Hill [welfare@hackneyaquaticsclub.org](mailto:welfare@hackneyaquaticsclub.org)

Club Secretary: Caroline Werge [secretary@hackneyaquaticsclub.org](mailto:secretary@hackneyaquaticsclub.org)

## Additional Considerations

- **Timescales:** The timescales outlined are a guideline and may be subject to change depending on the complexity of the complaint.
- **Data Protection:** HAC will comply with all relevant data protection legislation when processing complaints data.
- **Serious Concerns:** If a complaint raises serious concerns, such as child welfare or safety issues, HAC will take appropriate action, which may involve notifying relevant authorities.

By adopting this Complaints Policy, HAC demonstrates its commitment to continuous improvement and ensuring a positive experience for all members.



## **COMPLAINT FORM**

Please complete all sections of this form in clear handwriting or typed format.

### **Your Details**

- Name:
- Address:
- Email Address:
- Phone Number:
- (If applicable) Name of Member the Complaint is Regarding (Child):

### **Complaint Details**

- **Date of Incident:**
- **Brief Description of the Complaint:** (Please be as specific as possible)

- **Names of any witnesses (if applicable):**

**Details of the Desired Outcome** (How would you like Hackney Aquatics Club to address this complaint?):

**Additional Information:**

- Please use this space to provide any further details that you believe may be relevant to your complaint.
- You may attach additional documents if necessary.

**Confidentiality**

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**How to Submit this Form**

- You can submit this form electronically by emailing it to [secretary email address]

**What Happens Next?**

- Upon receipt of your complaint, Hackney Aquatics Club will acknowledge receipt within 5 working days.
- A designated person will investigate your complaint. This may involve contacting you for further information.
- You will be informed of the investigation's findings and the proposed resolution within 20 working days (unless exceptional circumstances apply).
- You have the right to appeal the decision if you are not satisfied with the outcome. The appeal process will be outlined in the response to your complaint.

**Thank you for bringing this matter to our attention.**

**Hackney Aquatics Club**

