



Complaints and Concerns Procedure

Purpose

RSW Swimming is committed to maintaining the highest standards of coaching, welfare, and communication as part of our ongoing mission to provide an athlete-centred performance swimming programme. This procedure provides a clear and supportive process for raising and resolving complaints or concerns from swimmers, parents, and staff.

Scope

This procedure applies to:

- Swimmers of RSW Swimming
- Parents or Guardians of swimmers
- Staff of RSW Swimming

It covers concerns related to:

- Coaching and training practices
 - Athlete welfare and safeguarding
 - Communication and conduct
 - Programme policies and operations
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Guiding Principles

Respect and Confidentiality: All concerns will be handled with professionalism, fairness, and confidentiality.

Timeliness: Concerns should be raised as early as possible to allow a prompt resolution.

Right to be Heard: All parties will have the opportunity to present their views.

No Retaliation: Swimmers and parents will not face negative consequences for raising a concern in good faith.

Procedure for Raising a Concern

Stage 1: Informal Resolution

Where appropriate, concerns should first be discussed informally:

Who to Contact:

- The lead coach of the swimmer's squad or the Director of Swimming.

How to Raise:

- Via email with a clear description of the concern.

Response Time:

- You should receive an acknowledgement within 5 school days with details of how we plan to proceed.

If the matter is resolved at this stage, no further action is necessary.

Stage 2: Formal Complaint

If the issue remains unresolved or is of a more serious nature:

Submit in Writing to:



- The Director of Swimming, Chair of the RSW Swimming Committee and/or the RSW Swimming Welfare Officer, via email.

Include:

- Full name and contact details
- Details of the complaint (including dates, persons involved, and steps taken to resolve it informally)
- Desired outcome or resolution

Acknowledgement:

You should receive an acknowledgment within 5 school days.

Complaint Categorisation and Handling

Upon receipt, all formal complaints will be reviewed and categorised into one or more of the following areas:

Policies and Procedures

Complaints concerning the structure, delivery, or fairness of programme policies and procedures will be handled by RSW Swimming.

This group will comprise the Director of Swimming, Chair of the RSW Swimming Committee, and at least one additional committee member.

Staff Conduct or Behaviour

Complaints relating to the actions or conduct of staff members will be referred to The Royal School Wolverhampton as the employer of all staff.

These will be managed in line with the school's internal HR and disciplinary policies and procedures.

Safeguarding and Welfare

Any issues involving swimmer safety, wellbeing, or protection will be passed to the Welfare Team, which includes the RSW Swimming Welfare Officer, the RSW Swimming Independent Welfare Officer, and the School's Designated Safeguarding Lead (DSL).

We are fully committed to providing a safe and supportive environment for all swimmers. As part of this commitment, RSW Swimming follows Swim England's Wavepower – the National Governing Body's safeguarding policy and procedures for clubs and affiliated bodies.

You can access the live and most up-to-date version of Wavepower at:

<https://www.swimming.org/swimengland/wavepower-child-safeguarding-for-clubs/>

Important: Welfare issues may be separated from other categories within the same complaint to ensure they are addressed independently and with appropriate confidentiality and urgency.

Investigation and Response:

- A formal investigation will be carried out based on the appropriate category or categories.
- A written response will be provided within 20 school days, or an update will be issued if more time is required.

Please note: In accordance with the UK General Data Protection Regulation (UK GDPR) and other applicable privacy laws, we may not be able to share full details of any outcomes or actions taken following an investigation — particularly where the complaint involves other individuals. We will, however, confirm that the matter has been addressed appropriately in line with relevant policies and safeguarding practices.



Stage 3: Appeals

If you are dissatisfied with the outcome:

Submit Appeal in Writing to:

- The Principal of The Royal School Wolverhampton via email.

Timeline:

- Appeals should be submitted within 20 school days of receiving the Stage 2 response.
- You should receive an acknowledgement within 5 school days.

Review Process:

- A panel or senior leader not previously involved will review the case and may seek assistance from relevant personnel within Swim England.

Final Decision:

- You will receive a final written decision within 20 school days of the appeal submission, or an update will be issued if more time is required.

Safeguarding Concerns

Any issue relating to child protection or swimmer safety should be reported immediately to the RSW Swimming Welfare Officer who will share the information with The Royal School Wolverhampton's Designated Safeguarding Lead (DSL), in line with the school's safeguarding policy.

Record Keeping

Records of formal complaints, investigations, and outcomes will be securely maintained by RSW Swimming in accordance with data protection regulations.

Contact Information

Director of Swimming: directorofswimming@theroyal.school

Chair of the RSW Swimming Committee: swimchair@theroyal.school

RSW Swimming Welfare Officer: swimwelfare@theroyal.school