

How To Resolve Issues With Your Club

April 15, 2018

If you require help with a problem or dispute at a club in England, there are a number of options available to resolve issues within a Swim England club.

Some ways to resolve issues with your club

Click or tap on the links below to find out more about each process.

- 1. [Contact a Swim England Friend](#)**

Swim England Friends are in place for all general queries relation to the Judicial process (set out below) and assistance with internal disputes such as alleged breaches of the Club Constitution / Rules, Code of Ethics, and Codes of Conduct.
- 2. [Raise a concern about a child or young person](#)**

Our Child Safeguarding Team can help if you are worried or concerned about a child or young person. Please remember you do not have to decide whether your concern is or is not a child protection or child safeguarding issue. In addition there is a separate ASA Child Welfare Complaints Procedure. Further information is available on our [Wavepower Safeguarding](#) page.
- 3. [Resolve a concern about coaching](#)**

If you cannot resolve a concern about coaching practices and techniques at your club, you can raise the issue with us.
- 4. [Make a formal complaint](#)**

A formal complaint can be submitted in accordance with Judicial Regulations and processed by the Office of Judicial Administration.
- 5. [Consult the Medical Protocol](#)**

Swim England offers assistance to clubs and members in relation to medical conditions as set out below.
- 6. [Employment disputes](#)**

If you have an employment related dispute with your club then please seek advice from ACAS or through the IoS or BSCA if you are a member of either of those organisations.