



COMPLAINTS PROCEDURE

WetWetWet Swim School is staffed by teachers who are not only qualified and expert in their own field but who work with children and young people to develop their skills and enable them to fulfil their potential in swimming.

Nevertheless, as in any organisation, misunderstandings can from time to time arise which may lead to a parent wishing to express concern. A concern is not a complaint and should not be treated as such by the parent or the swim school. Only a very small number of concerns raised by parents / carers need to be investigated using the formal procedure.

If the nature of the complaint affects a child's welfare, reference must be made to Swim England's Wavepower document, which has been adopted as the swim schools child protection policy, and to the swim schools Welfare Officer. The Welfare Officer can be contacted at briony@wetwetwetswimschool.co.uk

Any concern should always be raised with us in the office info@wetwetwetswimschool.co.uk / 01273 388247 in the first instance where every effort will be made to resolve the difficulty. When concerns are addressed and resolved there should be no need for a formal complaint. An initial request for action or an enquiry is not a complaint. However, failure to respond could give rise to a complaint.

WetWetWet Swim School aims to deal positively with all complaints. The swim school views complaints as an opportunity to re-examine its policies, procedures and services and through feedback to the complainant aims to show that it is responsive to their concerns.

This procedure is for use by parents and carers. Reasonable adjustments could be made at any stage in order to assist the process if the person making the complaint has a disability.

If you are worried about something concerning your child at WetWetWet Swim School you should first ask to discuss the difficulty with your child's teacher / receptionist. If however, they are too busy at the pool venue to give your concern a suitable response please contact us in the office; info@wetwetwetswimschool.co.uk

It is expected that the majority of concerns will be dealt with outside of swimming sessions, so as to minimise disruption to teachers and other swimmers during pool time.

Please ensure that there is time for a calm and private discussion if approaching your concern in this manner. Alternatively please contact us in the office; info@wetwetwetswimschool.co.uk / 01273 388247

Wetwetwet complaints procedure FINAL updated Dec 2022

Formal Complaints Procedure

The formal procedure should only be followed after informal discussions with the teacher or office have been exhausted.

Any parent wishing to make a formal complaint should contact the director: Briony Jacobs @ briony@wetwetwetswimschool.co.uk Details of the complaint should be provided in writing.

The complainant will aim to be actioned usually within 5 working days of receipt of the formal complaint.

All discussions and written / electronic records will be kept confidential amongst those directly involved.

Briony Jacobs will take any necessary action to consider the complaint, which may include meeting with any other party that is the subject of the complaint, and anyone else who is a witness to an incident or who may have information relevant to the complaint. No meetings with swimmers under the age of 18 will take place without the consent and presence of a parent / carer.

After hearing the complaint and considering the relevant facts Briony Jacobs will make a decision whether or not to uphold the complaint. The decision should be conveyed to the complainant in writing within 5 working days of the meeting / correspondence, and should clarify that all relevant factors have been taken into account.

We will decide whether any general actions or changes to practice may need to be made as a result of dealing with the complaint, and if so shall discuss with the teaching staff

We will also decide whether any general outcomes, changes to practice or learning points need to be shared with all other staff. No confidential details relating to any specific complaint should be shared with the teaching staff unless it is necessary for the conclusion of the investigation of the complaint.

Wetwetwet complaints procedure FINAL updated Dec 2022

Right of Appeal

If the complainant is dissatisfied with the response, they must contact Briony Jacobs to set out in writing the reasons why they are not satisfied with their response. In this circumstance an external mediator may be invited to support resolution. This person must be acceptable to both parties and will be agreed in advance of any meetings being scheduled. Staff or volunteers within Swim England/ASA are appropriate persons to act as mediators.

A mediator has no legal powers. Their role is to listen to both sides, help define the issue, review actions taken to date and to offer balanced and impartial advice to enable the issue to be resolved. The mediator will keep any discussions confidential. If it is considered helpful they may hold separate meetings with parties involved in the situation.

The mediator must keep an agreed record of any meetings that are held and of any advice given.

When the mediator has concluded their investigations, a final meeting between the complainant and Briony Jacobs will be held. Other individuals may be invited as deemed appropriate by the mediator.

The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice will be used to reach this conclusion.

A record of this meeting, including the final decision on action to be taken, will be made with everyone present at the meeting signing the record and receiving a copy.

The signed record confirms that the procedure has concluded.

Swim England

If a parent remains dissatisfied with the outcome of an internal swim school process there is an option to raise a formal complaint with Swim England over a dispute or breach of Code of Conduct.

This decision should be taken after full discussion with Swim England. The formal complaint form can be requested by emailing signposting@swimming.org

There is a charge for registering a formal complaint with Swim England.