

Resolve Issues With Your Club

Frequently Asked Questions

I need help to solve a problem in my swimming club – what should I do?

- Your club will have a written constitution (a set of rules). These are likely to be on the club web site, on a noticeboard, or in the joiner's handbook.
- First of all, check the rules to see whether or if the club has broken (or not followed) it's own rules.
- Do your best to follow the club's complaint procedure – i.e. to write to the chairman, or the secretary, and clearly make your case.

The club's internal procedures failed. What do I do now?

- Contact the Swim England Office of Judicial Administration.
- You will be provided with the opportunity to be put in contact with a Swim England Friend.

What is a Swim England Friend?

- Swim England Friends are volunteers who are experienced in the sport of swimming.
- They can be made available by arrangement with the Office of Judicial Administration to offer you guidance on how best to proceed to reach a resolution of your problem.
- They offer guidance based upon what you tell them – so please be honest with them and inform them of all of the facts and not just the facts that you think support your position.
- Download [this document](#) for more information.

What happens if I make a complaint?

- The complaint form you complete will be sent to the Judicial Commissioner (JC).
- You must complete the complaint form in full and send the completed complaint form to the Office of Judicial Administration together with the appropriate fee.
- Failure to complete the complaint form in full or provide the appropriate fee may lead to your complaint being rejected.
- Have a look at our [Judicial Flowchart](#) to see the next steps.

What do we have to pay a fee to make a complaint?

- Complaints absorb a great deal of time.
- The fee is a contribution to the costs of processing your complaint.
- If your complaint is upheld the fee may be returned.
- If your complaint is unsuccessful, the fee may be retained.

What are the possible outcomes?

- View our [Judicial Flowchart](#) to view all possible outcomes.

What's the difference between mediation and arbitration?

- View our guidance documents for more information about mediation and arbitration.
- [Mediation Guidance Document](#)
- [Arbitration Guidance Document](#)

Do I have to be a member of the swimming club to start a complaint process?

- A person wishing to make a complaint must have been a Swim England member at the time of the event(s) complained about, or have been attempting to obtain membership.
- Parents or guardians can submit a complaint form on behalf of a Swim England member under the age of 18.