

Complaints that are about Swim England East Region

Sometimes we have to accept that we don't always get things right, and that occasionally Members may wish to complain about what we have done, or decisions that have been made by the region. We would always want the complaint to be considered fairly, and for the principles of natural justice to be followed. For that reason, we will arrange for the complaint to be dealt with by people who are independent, in that they have not been involved with the incident or decision that gave rise to the complaint and can therefore view the information without bias to either party.

Complaints or allegations that are about the Governance of the Company 'Swim England East Region' should be made directly to the Chairman of the region's Audit, Risk and Probity Committee at ARP@eastswimming.org. Complaints referred directly to the ARP would include:

- An allegation that the Directors have not acted in accordance with the Company's [Articles of Association](#), or [Regulations](#) complaints
- An allegation of financial mismanagement by the Directors
- An allegation that the region is not complying with codes or principles of good governance including the [Sport England Code for Corporate Governance](#)

More information on the role of the ARP can be found on [our website](#).

Other complaints, for example about a Swim England East Region event, a Swim England East Region publication or communication, a member of Swim England East Region staff or other Swim England East Region volunteers, should be made in writing to the Regional Chairman at chairman@eastswimming.org. In your email you should set out your complaint in full, giving as much relevant information as you can.

What will happen to my complaint?

Firstly, your complaint will be acknowledged so you know that it has been received. Your complaint will then be investigated by someone who has not previously been involved in the incident or area that you are complaining about. If appropriate, this person may ask for additional information from you, and from the person that you are complaining about, in order to consider the issue.

Where appropriate, the person investigating the complaint will arrange for an independent panel to hear the complaint. As part of this process, both parties would be invited to attend the hearing and to explain their views. Any written evidence would be made available to the panel and to both parties.

When your complaint has been considered you would be advised of the outcome in writing. There is no further right of appeal against a decision made by the Regional Audit, Risk and Probity Committee.

Complaints against Swim England

The national governing Body has its own complaints procedure, which is set out in section 102 of its [Handbook](#).

The Swim England Handbook also gives information on Child Protection and advises how complaints should be made and how concerns should be reported. This section starts on page 20 of the Handbook.

Complaints about Internal Club Issues

In normal circumstances, the region does not get involved in complaints about individual clubs. We neither have the inclination nor the resources to devote to the many disputes between individual members or between members and their clubs.

Complaints that relate to internal disputes in clubs should be dealt with under the Swim England Internal Dispute Regulations set out in Regulations 150 to 155 of the Swim England Handbook. Clubs and members shall strictly adhere to the processes stipulated in the Handbook, including timescales and clubs should consider using virtual meetings wherever appropriate to do so.