

Desired outcome of Complaint ³	
Are you willing to have this Complaint mediated? ⁴	YES/NO (delete as appropriate)
Date of completion	

Response

To be completed by the person subject to the Club Complaint.

Do you accept or deny the Complaint?	ACCEPT/DENY (delete as appropriate)
Response to Complaint ⁵	
Are you willing to have this Complaint mediated? ³	YES/NO (delete as appropriate)
Date of completion	

Club Complaint Log

To be completed by the Club following each stage of the Club Complaint.

Timeline	
Date Club Complaint Form requested	
Date Club Complaint Form sent to Complainant	
Date Club Complaint Form received from Complainant	
Date Club Complaint Form sent to Respondent	
Date Club Complaint Form received from Respondent	
Mediation (if applicable)	
Was the matter mediated?	
Time and date of mediation	

Outcome	SUCCESSFUL/FAILED (delete as appropriate)
If successful, please document outcome ⁶	

Hearing (if applicable)	
Time and date of hearing	
Hearing panel members	
Outcome	
Date of Outcome	
Sanctions imposed (if any)	
Additional Details ⁷	

Note: Upon conclusion of a Club Complaint, the Club should retain this completed form on file and provide a PDF copy to each of the parties to the Complaint.

Guidance Notes

1. If you are making your Club Complaint on behalf of your child, please note this and include both your and your child's details.
2. Please describe the nature of your Complaint or dispute, including how Club rules have allegedly been breached, in no more than 300 words.
3. Please explain what you want to obtain from this Complaint, for example reinstatement or an apology, in no more than 100 words.
4. Swim England strongly recommends that individuals consider mediation as a means to resolve a Club Complaint. Such mediation shall be arranged by the Club and be mediated by an independent person. While it is unlikely to result in both parties to the complaint obtaining their ideal outcomes, it can produce an outcome that both are satisfied with, whilst preserving and repairing the relationship between the parties. Mediation also provides the parties themselves with control over the outcome, which will be lost if the Club Complaint escalates to a hearing.
5. Please outline your response to the Complaint, including any factors you believe should be considered, in no more than 300 words.
6. Additional details may include, for example, details regarding the venue, difficulties in arranging a suitable date/time and any objections to the mediator. If the outcome was successful, please document the agreed outcome.

Please do not include any information about what was discussed during the mediation, save for the agreed outcome (if applicable).

7. Additional details may include, for example, details regarding the venue, difficulties in arranging a suitable date/time, any objections to the panel members and how such objections were addressed. You may also wish to note the conduct of the parties and the reasons why you felt that the panel members were sufficiently independent.