

# Club Welfare Policy

The welfare of all children within Eastbourne Swimming Club is of prime importance. There are codes of conduct laid down by Swim England which all clubs and their members are required to adhere to.

Eastbourne Swimming Club's Welfare Officer works in conjunction with the Head Coach and all other coaches and teachers involved in the running of the club.

If your child complains to you about another child or parent please do not approach the other child or the other parent directly, the club prefers that you follow its procedure. Any problems that are occurring in club sessions should first be reported to one of the poolside coaches for them to try and resolve. The Welfare Officer will become involved with any issue that is not immediately settled.

Matters arising outside of club sessions that may impact on the smooth running of the club should be reported directly to the Welfare Officer who will attempt to resolve the matter in an informal way with the parties involved.

Any matter which cannot be immediately resolved to everyone's satisfaction will be recorded on an official incident form which the Welfare Officer will report to the Management Committee. A decision on what further action is to be taken will then be made. This can include taking the matter through the Swim England Code of Conduct procedure to instigate an official investigation. This is an absolute last resort and we generally find that most problems are best resolved a long time before this is required.