WeSwim Complaints Policy

Reviewed 09 October by: Tash Fleming, CEO



Date of next review: August 2026

1. Introduction

WeSwim is committed to providing the best possible service to our swimmers, volunteers, staff, partners, and the wider community. We take all feedback seriously and view complaints as an opportunity to learn, improve, and strengthen trust in our organisation.

This policy sets out how WeSwim manages complaints in a way that is fair, transparent, timely, and accessible to everyone.

2. Scope

This policy covers complaints about:

- The conduct of WeSwim staff, trustees, or volunteers.
- The quality or delivery of WeSwim services or activities.
- Decisions made by WeSwim that directly affect individuals or partners.

It does not cover safeguarding concerns, which should be raised under the Safeguarding Policy.

3. Principles

WeSwim is committed to:

- **Accessibility**: Anyone can make a complaint in writing, by phone, or verbally to a member of staff or volunteer.
- **Person-centred approach**: We listen carefully and work with the person raising the concern to understand and resolve it.
- **Confidentiality**: Complaints are handled discreetly, and information is shared only with those who need to know.
- **Fairness**: All complaints are treated with respect, without discrimination or disadvantage.
- **Learning and improvement**: We use complaints to review and strengthen our systems and practice.

If preferred, a support person or advocate may assist the complainant.

4. How to make a complaint

You can make a complaint by:

- **Emailing** tash@weswim.club
- **Online**: Completing our online complaints form: https://forms.gle/GWFRwnsGS85Ljua9A
- **Verbally**: You can also speak to a volunteer or staff member, who will help you record the complaint.

5. Informal Resolution

WeSwim encourages open communication. Wherever possible, issues should be resolved informally and quickly by discussing them directly with the person involved.

If this is not appropriate or does not resolve the concern, the formal complaints process will be followed.

6. Formal Complaints Procedure

1. **Acknowledgement**: Within 7 days of receiving a complaint, WeSwim will acknowledge it and explain the next steps.
2. **Investigation**: A member of staff or a small complaints panel (usually one trustee and one staff member) will review the matter impartially. Both parties will have the opportunity to share their views. Where possible, the investigation will be completed within 28 days. If more time is needed, WeSwim will inform the complainant of the reason and give a new expected date for response.

3. **Response**: The outcome will be communicated in writing. It may include an explanation, an apology, or details of actions taken to resolve the issue or prevent recurrence.
4. **Escalation**: If the complaint concerns the CEO, it should be addressed to the Board of Trustees via jane@weswim.club (Chair). The decision of the panel or trustees is final, though this does not affect the complainant's right to pursue other legal or regulatory routes.

7. Complaints About Pools or Pool Staff

WeSwim operates in partnership with leisure centres and swimming pools across London, but we do not manage these facilities or employ their staff.

If a complaint relates to the pool facilities, lifeguards, or staff employed by the leisure centre, WeSwim will:

- Record the concern where appropriate and support the complainant in raising it with the correct organisation.
- Provide contact details for the relevant pool operator or local authority, who will handle the matter in line with their own complaints policy.
- Liaise with the pool provider if the issue impacts the safety or experience of WeSwim swimmers.

8. Recording and Learning

WeSwim keeps a confidential record of all complaints, investigations, and outcomes.

Complaints will be recorded through our online form.

Trends and lessons learned will be reviewed by the CEO and shared with the Board of Trustees to help improve services.

9. Monitoring and Review

This policy is approved by the Chief Executive Officer (CEO). The Board of Trustees are kept informed and have the opportunity to contribute their input, ensuring the policy reflects the values and direction of the charity.

This policy will be reviewed every 12 months, or sooner if there are changes in law, best practice, or organisational need.