

# Coaches Referral Protocol

Upon receiving concerns and queries with regards to coaching techniques for swimming, para-swimming, diving, high diving, artistic swimming, water polo and open water swimming, raised through Swim England or Office of Judicial Administration from several sources and which include:

- Directly from the member.
- From the Membership Services Department.
- The Independent Child Protection Officer (ICPO) and which do not include an issue of Child Protection or Child Welfare.

These queries are referred firstly to the English Programmes Team Leader, who can then nominate to the appropriate individual to resolve the issue or advise accordingly.

Once confirmation is received from the English Programmes Team Leader as to the individual to direct the query to, the Legal Department to ensure that all details are forwarded to the appropriate individual and an acknowledgement received. The original person who referred the query to be informed of the steps being taken on their behalf and that the nominated individual will be in contact with them directly in due course.

The SE Office of Judicial Administration will request the nominated individual to file a report as to whether or not they are satisfied with the outcomes which result from their enquiries. The original referrer should then be asked if they are satisfied with the outcomes. If they are not satisfied, they should be informed of the appropriate action to take (which may for instance be the assistance of a Swim England Friend and formal Judicial Complaint in accordance with the SE Judicial Regulations).

If the original referral was from the ICPO, the ICPO's input as to whether the outcome is satisfactory must be sought.