



The ASA Signposting Document

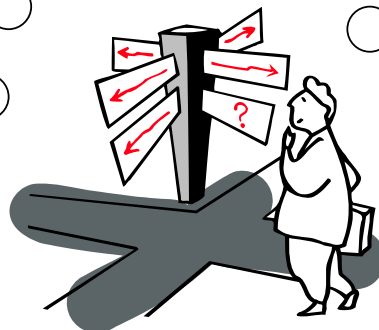


7. If there are issues that you feel cannot be resolved by the other paths provided, then it is possible to submit a Judicial Complaint to the Office of Judicial Administration.

1. ASA Friend - for anything that you feel unsure about an ASA Friend can assist.

2. Any issues on Child Protection or any incident involving persons under the age of 18 can be referred to The Independent Child Protection Officer (ICPO) and/or the Child Welfare Complaints Procedure.

6. Any concerns on club procedures/ coaching practise can be referred to the ASA Director of English Programmes. (Via the Signposting Helpdesk)



Where do I turn if I have a problem concerning my club?

3. Swimliners - they act very much like ASA Friends but specialise in dealing with problems that arise involving anyone under the age of 18.

5. FAQ – Frequently Asked Questions. On the ASA Website

4. If you have concerns with regards to any medical conditions, which affect your swimming, then a referral can be made to the ASA Medical Adviser. (Via the ASA Signposting Helpdesk only)



Re: 1–7. Information can be obtained by contacting the ASA Signposting Helpdesk at Loughborough by calling 01509 632275 or 632270 or contacting signposting@swimming.org.

1. Each Region is able to nominate individuals to the role of ASA Friend. The Regions usually nominate individuals who have a lot of knowledge about swimming at all levels. An ASA Friend is able to act as a sounding board on **any matter**, for example how does our club change its constitution? Whilst a guarantee cannot be given that they are right in every single case, they can often direct an ASA member down the right path. ASA Friends are volunteers and are not legally trained.
2. The Independent Child Protection Officer (ICPO) is a consultant to the ASA and an expert in the field of Child Safeguarding. Any issue involving persons under the age of eighteen will be referred to the ICPO. The ICPO will make a decision on any referral as to how an issue will be dealt. For example:
 - Does it meet the threshold to commence the Protocols for Child Protection Investigations – implemented only in the most serious cases of child abuse, OR
 - If the threshold above is not met, further support and assistance may be given by the ICPO or through a Swimliner. Either will seek to resolve the issues of concern, OR
 - Any issue involving child welfare can be referred to a club directly or to the ICPO who will then follow the appropriate step within the Child Welfare Complaints Procedure. OR
 - A referral made to the ICPO and which is not appropriate to be dealt with under any of the above then another area within the ASA will be identified under which the problem will be resolved. *For example, a problem such as “my child’s coach was drinking in a bar and went straight to poolside to coach” will be a rules matter correctly dealt with within the Judicial process.*
3. Swimliners act very much like ASA Friends but specialise in dealing with problems that arise involving anyone under the age of eighteen. The ICPO will review the difficulties you are in and make an assessment as to whether or not a Swimliner will be able to help with your particular problem.
4. Sometimes, there are particular medical conditions that can cause difficulties for a swimmer or for a club. A referral of this nature can be made to the ASA’s appointed medical practitioner who will be asked for an expert opinion. That opinion will seek to balance the requirements of the athlete to train with the needs of the club in being able to provide appropriate care for the one individual with consideration being given to the other members of the club. *For example, “my child suffers from asthma and quite often needs to sit on poolside to catch her breath, her club say she should not be swimming because it is dangerous for her.”*
5. Quite often ASA members have the same questions! You will find a section of “frequently asked questions” on the ASA website. Alternatively you can obtain a hardcopy from the ASA Signposting Helpdesk.



6. Sometimes a problem can arise on the general running of a club or coaching practices. It is possible to bring these issues to the attention of the ASA by way of a referral to the ASA Director of English Programmes. A member of staff from the ASA or from an ASA Region may then review the issue and provide their opinion as to whether the practice should be changed. Sometimes, they can actively become involved in assisting implementation of best practice procedures. *For example, no one seems to know if my son has been to a training session because they do not take a Register before the session starts.*

7. If you find that either the problems that have caused you to seek assistance at numbers 1,2,3, or 4 have not been resolved or if you feel that they may have been resolved but there are matters which should be formally brought to the attention of the ASA you may file a complaint with the Office of Judicial Administration. There is a fee to pay and it will involve filing a full account with the Judicial Commissioner who will then decide whether that problem should proceed to a formal judgement. You will be asked to participate in that process - that may mean preparing documents for and attending a hearing. Any issue under the ASA jurisdiction can be brought as a complaint – providing the parties are ASA members and it amounts to a breach of the ASA Laws or Rules, is a breach of the Code of Ethics or involves **any expression of dissatisfaction with the actions of another ASA member or affiliated organisation.**

**The ASA Coach Licensing Scheme, Qualification Assessments and Examinations from the
ASA Awarding Body.**

The above have separate procedures applicable to all ASA accredited coaches and tutors. If you have a problem that arises with assessments or a tutor or a coach there is a separate procedure for filing a complaint through the ASA Awarding Body. Details of those procedures can be obtained from:

The ASA
The Awarding Body
35 Granby Street
Loughborough
Leicestershire
LE11 3DU

Tel: 01509 615464
e-mail: awardingbody@swimming.org





What do I do if I have tried to find help through one of the above and been unable to?

The ASA has a working protocol with the NSPCC Child Protection in Sport Unit. This process means that any problems concerning individuals under the age of eighteen that you feel have not been dealt with appropriately with by the ASA can be referred to the CPSU.

Finally, if you believe that any problem you have brought to the attention of any member of the ASA staff has not been treated appropriately or if you believe any of the processes itemised above have not been carried out correctly you may draw these specific issues to the attention of the ASA Chief Executive. The Chief Executive will not alter a decision that has been made in accordance with one of the processes on the basis that the outcome is not what you wanted. The Chief Executive will consider as to whether there is an impropriety as to process that the ASA should give further attention to or as to whether there is a disciplinary matter to address with a member of staff.



Please take a moment to complete this sheet and return either through your club or directly to:

The Signposting Helpdesk
The ASA
Harold Fern House
Derby Square
Loughborough
Leicestershire
LE11 5AL

Which of the above processes have you used?

Did you find it easy to understand?

Yes/No

If “No” what did you find difficult?

Did you find it easy to access the help you needed?

Yes/No

If “No” why not?

Any other comments.

The ASA are committed to improving and maintaining their services – to enable us to do so your feedback is important to our ongoing commitment to improve.