

Crawley Swimming Club: Behaviour & Disciplinary Policy and Procedures



Document Control: Approved by Trustees on Friday 4th September 2026

Compliance Framework: Wavepower 2025 (Version 2.1) & Swim England Handbook 2026 (Regulations 104 & 105).

This policy must be used in conjunction with the Club's Codes of Conduct (covering Athletes under 18, Athletes 18+, Parents/Guardians, Coaches/Teachers, Volunteers, Officials, and Committee Members), the Safeguarding & Athlete Supervision Policy, the Social Media Policy, and the Lane Sharing Policy.

1. Purpose of the Policy

Crawley Swimming Club ("the Club") is committed to providing a safe, inclusive, and positive environment for all members. The Club aims to work constructively with swimmers, parents, and volunteers to help them meet the required standards of behaviour, and holds a strict duty of care to ensure the poor behaviour of any individual does not unduly affect the safety, well-being, or enjoyment of the wider membership — younger members in particular.

This policy sets out the definitions of misconduct, reporting channels, the disciplinary process for each category of breach, sanctions, and appeal pathways.

2. Scope

2.1 General Scope

This policy applies to all swimmers, parents/carers, volunteers, officials, committee members, contractors, and visitors across all Club activities, including training sessions, competitions, club trips, and digital/online spaces (e.g. WhatsApp, social media).

2.2 What This Policy Does Not Cover

To ensure concerns are routed correctly, this policy does not handle the following:

1. Safeguarding Concerns: if a behaviour involves a safeguarding concern (other than bullying/discrimination — see item 2 below), this policy is bypassed entirely. The matter must be sent directly to the CSC Welfare and Safeguarding Team in accordance with Wavepower. If a safeguarding case involves potentially criminal behaviour, a referral will be made immediately to the Police or statutory agencies, such as IFD (Integrated Front Door).

2. Bullying, Discrimination and Harassment: these are governed by the Anti-Bullying and Misconduct Policy, not this policy directly. That policy triages each case: low-level, isolated friction between peers may be resolved locally under Track A of this policy (Section 6.1); persistent, severe, or bullying related to protected

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characteristics is handled as a welfare complaint; and serious or aggravating cases are escalated to the Swim England Safeguarding and Welfare Team.

3. Internal Club Disputes: a general dispute or administrative complaint between two or more club members must follow the formal Club Complaints Procedure under Swim England Regulation 105.

4. Breach of Swim England Regulations: any significant breach of the overarching Swim England Handbook (including the Code of Ethics) must follow the Swim England Judicial Complaint Procedure under Regulation 104.

2.3 Employee Distinction

Important — Paid Employees

This policy applies in its entirety to athletes, parents, and volunteers. However, paid employees of Crawley Swimming Club are governed primarily by their individual Contracts of Employment and the statutory UK ACAS Code of Practice on Disciplinary and Grievance Procedures.

While an employee's breach of club policies will trigger an investigation, any subsequent disciplinary hearings, suspensions, or terminations involving paid staff must be managed through formal employment channels rather than the volunteer-led process below, to ensure compliance with employment law.

3. Definitions and Expectations

A disciplinary issue arises when an individual's behaviour:

- Breaches any applicable Swim England or CSC Code of Conduct.
- Puts the safety, privacy, or physical/emotional wellbeing of others at risk.
- Damages the reputation, operational capacity, or functioning of the Club.
- Constitutes bullying, harassment, discrimination, or abuse.

4. Categories of Breach

4.1 Misconduct (Lower-Level Breaches)

Examples include, but are not limited to:

- Disruptive behaviour or minor disrespect toward peers, staff, or volunteers during training.
- Persistent lateness to training sessions or failure to collect swimmers promptly.
- Minor infractions of established lane discipline and overtaking etiquette.
- Minor breaches of the Social Media Policy (e.g. inappropriate language or tagging issues).

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- Failure to follow reasonable instructions issued by a coach, team manager, or official.

4.2 Gross Misconduct (Serious Breaches)

Examples include, but are not limited to:

- Persistent, severe, bullying related to protected characteristics, cyberbullying, harassment, or discriminatory behaviour (triaged under the Anti-Bullying and Misconduct Policy — see Section 2.2).
- Violating the absolute digital device ban by activating or using a camera/mobile phone inside changing facilities.
- Theft, vandalism, or malicious damage to leisure centre or club property.
- Aggressive, abusive, threatening, or physically violent behaviour on poolside or in changing areas.
- Intentional physical striking or inappropriate touching under the guise of training or lane sharing.
- Bringing the Club or Swim England into serious disrepute through public or social media actions.
- Breaches of safeguarding expectations as defined by Wavepower 2025.

Gross misconduct will result in an immediate temporary suspension from all club environments pending a formal investigation (see Section 6.2).

5. Reporting Concerns

- **General Disciplinary Concerns:** reports must be submitted as soon as practicable using the official Disciplinary Incident Reporting Form (Appendix A) to the Club's Co-Chairs, an Executive Committee member, or the Liaison Officer.
- **Safeguarding Concerns:** any issue involving the safety or protection of a child must be routed exclusively to the Club Welfare Team under Wavepower protocols.

6. The Disciplinary Process

The Club uses two linked tracks depending on the severity of the breach: a progressive process for standard misconduct, and a formal investigation and panel process for gross misconduct or where the progressive process has been exhausted.

6.1 Track A — Progressive Process for Misconduct

For standard behavioural breaches of the Codes of Conduct, the Club uses a 4-stage progressive system so all members know what to expect. The Club reserves the right to move directly to a later stage — or to Track B (Section 6.2) — at any point, depending on the severity of the incident.

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Stage 0: Informal Verbal Warning

- **Action:** an informal verbal request to modify behaviour, issued directly by a coach, teacher, team manager, or Club officer.
- **Parental Notification:** if the athlete is under 18, their parent/guardian will be informed of the discussion.
- **Club Review:** the person issuing the warning will keep a brief, internal log of the conversation.
- **Additional Needs:** if the individual has a declared additional need (e.g. autism), coaching staff will consult the Club's Coaching Consultation Form to ensure reasonable adjustments are considered.

Stage 1: Formal Verbal Warning

- **Action:** a formal verbal warning issued during a scheduled meeting involving the relevant Club officer, the athlete, and the parent/guardian (if under 18).
- **Follow-up:** the Club Chair (or a designated non-conflicted committee member) will follow up via email to formally confirm the meeting took place and outline the agreed changes in behaviour.
- **Club Review:** the Club will consider the severity, frequency, and repetitive nature of the behaviour before escalating past this stage.

Stage 2: Written Warning

- **Action:** issued following repeated poor behaviour or a clear disregard for the Codes of Conduct (regardless of whether it is the same behaviour previously addressed).
- **Meeting:** a formal meeting is called with the Club officer, the athlete, and the parent/guardian (if under 18).
- **Follow-up:** the Chair will issue formal written correspondence confirming the discussion, stating the required behavioural changes, and outlining the consequences of any further breach.

Stage 3: Final Written Warning & Behaviour Contract

- **Action:** issued where an athlete or member shows continued disregard for the agreements set out in the Stage 2 written warning.
- **Meeting:** a formal meeting is called with the Club officer, athlete, and parent/guardian (if under 18) to draft and issue a Behaviour Contract (Appendix B).
- **Follow-up:** the Chair will issue formal correspondence containing the finalised, signed Behaviour Contract and a definitive notice of the consequences of a further breach — including referral to Track B (Section 6.2).

6.2 Track B — Formal Investigation & Panel Process

This track applies to gross misconduct (Section 4.2), and to any case where the terms of a Stage 3 Behaviour Contract have been breached.

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- **Initial Review:** the Welfare Officer, Liaison Officer, or a designated Trustee will conduct a rapid fact-finding review to determine whether the matter requires informal resolution, the formal misconduct track above, or immediate safeguarding escalation.
- **Investigation:** where formal action is required, an investigator will collect factual statements, document responses, and compile an objective record.
- **Disciplinary Panel Hearing:** the Executive Committee will appoint a three-member Disciplinary Panel consisting of two members of the executive committee, and an independent Trustee. The Welfare Officer and Liaison Officer may provide advisory framework guidance but hold no voting rights and cannot sit on the panel.
 - The accused individual has the right to see the evidence, be represented, and speak.
 - The panel will determine whether a breach occurred and issue proportionate sanctions in writing within 7 working days, wherever practicable.

7. Sanctions

Depending on the track and severity of the breach, the Club may issue any of the following, either alone or in combination:

- Formal verbal warning (recorded) or written warning.
- Requirement to complete additional educational or welfare training.
- Issuing a formal written apology to the impacted parties.
- Monitoring during training sessions by a designated club officer for a fixed period.
- Temporary removal from club sessions, competitions/gala selection, or social activities (1–2 weeks, or another fixed, time-bound period).
- A mandatory 6-month Behaviour Contract (Appendix B).
- Extended suspension, removal from travelling squads/competitions, or permanent expulsion from CSC, alongside a formal referral to Swim England (gross misconduct only, via Track B).

8. Right to Appeal

Appeals must be submitted in writing within 14 days to the Club Chair. Appeals are strictly confined to evaluating procedural fairness, checking for significant new evidence, or determining whether a sanction was disproportionate.

Appeals are heard by three independent Trustees completely removed from the original process, and their decision is final within Club jurisdiction. Any member who believes they have been treated unfairly may separately lodge a complaint via the Swim England Regulation 105 Complaints route, or — for a significant breach of the Swim England Handbook — the Regulation 104 Judicial Complaint Procedure.

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9. Wavepower 2025 Mandatory Clause

Wavepower 2025 (Version 2.1)

Continued or serious breaches of the Parent/Guardian Code of Conduct by a parent or guardian (regardless of whether they hold an individual Swim England membership) may ultimately require Crawley Swimming Club to suspend or stop their child's continued participation in club activities, in order to safeguard the wider environment.

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Appendix A: Disciplinary Incident Reporting Form

CONFIDENTIAL // RETAIN SECURELY FOR 3 YEARS

This form should be completed as soon as possible after an incident or policy breach. Completed forms must be sent securely via encrypted email to the Club Welfare Officer (for safeguarding matters) or the Liaison Officer / Club Co-Chair (for general disciplinary matters).

Section A — Reporter Details

Full Name of Person Reporting:

Club Role (e.g. Coach, Swimmer 18+, Parent, Volunteer, Official):

Contact Email Address:

Contact Phone Number: _____

Date & Time of Submitting This Report:

Section B — Details of the Individual(s) Involved

Please list the names of the individuals whose behaviour is the subject of this report.

1. Name: _____

Squad / Role: _____

Age (if under 18): _____

2. Name: _____

Squad / Role: _____

Age (if under 18): _____

Section C — Incident Logistics

Date of Incident: _____

Time of Incident: _____

Specific Location:

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(e.g. K2 Crawley Poolside Lane 2, Changing Village Cubicle, Horley, Event, Club Minibus, Official WhatsApp Group, Instagram)

Section D — Factual Description of the Incident

Provide a clear, objective, and chronological account of what occurred. Include exact actions, specific words or direct quotes used, a list of anyone else present, and any immediate actions taken on poolside. Avoid speculation or emotional language. Attach extra sheets, screenshots, or statements if necessary.

Section E — Type of Policy Breach (Tick all that apply)

Behaviour & Conduct Issues

- ☐ Disruptive or non-compliant behaviour during training
- ☐ Verbal aggression, swearing, or disrespectful language
- ☐ Disrespect or disobedience toward a Coach, Team Manager, or Official
- ☐ Breach of Lane Etiquette / Aggressive Lane Contact
- ☐ Bullying, exclusion, or persistent teasing ("banter")
- ☐ Bringing the Club or Swim England into disrepute

Digital, Media & Privacy Violations

- ☐ Breach of Absolute Digital Device Ban in Changing Areas/Toilets
- ☐ Unauthorised photography, filming, or streaming of athletes
- ☐ Direct social media contact between an adult staff member/volunteer and a youth member
- ☐ Targeted/derogatory posting or bullying via social media or messaging apps (WhatsApp, etc.)

Safety & Safeguarding Concerns

- ☐ Risk-taking behaviour endangering self or others
- ☐ Breach of the Late Collection / Drop-Off supervision thresholds
- ☐ Physical harm, emotional harm, or sexualised behaviour (must go exclusively to Welfare)

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Section F — Witnesses & Supporting Evidence

Witness Names & Contact Details:

Supporting Evidence Attached:

- ☐ Written Witness Statements
- ☐ Screenshots / Social Media Links
- ☐ Photographs / Video Footage (ensure secure, encrypted transit to Welfare Officer only)

Section G — Reporter Declaration

I confirm that the information provided in this report is accurate, factual, and true to the best of my knowledge. I understand this form will be handled confidentially in accordance with CSC and Swim England Wavepower 2025 guidelines.

Signature of Reporter: _____

Date: _____

Section H — Club Use Only (Administrative Tracking)

Incident Reference Number: CSC-2026- _____

Initial Classification:

- ☐ Informal Track
- ☐ Formal Misconduct
- ☐ Gross Misconduct
- ☐ Safeguarding Escalation

Assigned Case Lead: _____

Immediate Actions Taken / Next Steps:

Date Closed / Resolved: _____

Outcome Summary File Note Reference:

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Appendix B: Behaviour Contract Template

SUPPORTIVE BEHAVIOUR IMPROVEMENT AGREEMENT

Section 1 — Agreement Profile

Name of Member / Individual:

Role / Status (e.g. Swimmer, Parent/Carer, Volunteer):

Squad Assignment (if athlete): _____

Effective Date of Agreement: _____

Formal Review Date (typically 6 months from issue):

Section 2 — Purpose of This Contract

This Behaviour Contract is a formal, supportive measure issued by Crawley Swimming Club following documented breaches of the Club's Codes of Conduct. Its primary goal is to clearly establish behavioural boundaries, support positive behavioural adjustments, safeguard the club environment, and ensure full alignment with Swim England core values.

Section 3 — Required Behavioural Commitments

The following baseline rules must be strictly adhered to moving forward. The individual agrees to:

- 1. Mutual Respect:** treat all coaches, teachers, officials, parent volunteers, and fellow swimmers with respect, courtesy, and dignity at all times.
- 2. Training Compliance:** follow all poolside, safety, and training instructions issued by coaching staff promptly and without argument.
- 3. Language Standards:** use positive, encouraging, and appropriate language across all environments; refrain from swearing, derogatory remarks, or exclusionary behaviour.
- 4. Lane Discipline:** maintain strict adherence to clockwise/counter-clockwise lane parameters, follow designated overtaking etiquette, and respect the physical space of other swimmers.
- 5. Privacy & Security:** abide by the absolute ban on mobile phones and digital devices inside all changing rooms, toilets, and cubicles.

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6. Digital Boundaries: follow the Social Media Policy by refraining from posting defamatory remarks or cyberbullying, and from sending uncopied/direct private messages to club staff.

Section 4 — Personalised & Specific Conditions for Improvement

The Club has instituted the following specific, tailored terms that must be fulfilled during the duration of this contract:

Condition 1: _____

Condition 2: _____

Condition 3: _____

Section 5 — Club Monitoring & Support Structure

- **Fortnightly Check-ins:** a brief, private 5-minute progress review with the Squad Coach and/or Liaison Officer every two weeks.
- **Welfare Access:** open, confidential access to the Club Welfare Team to discuss any underlying anxieties or lane-sharing challenges.
- **Clear Feedback:** immediate, constructive, and private feedback if boundaries begin to slip, before formal escalation occurs.

Section 6 — Consequences of Non-Compliance

Failure to uphold the commitments outlined in this agreement, or a further documented breach of club policies during the contract period, will result in immediate referral to Track B — the Formal Investigation & Panel Process (Section 6.2) — which carries the authority to issue an extended suspension or permanent club expulsion.

Section 7 — Agreement & Signatures

By signing below, I confirm that I have read, understood, and fully accept the terms, conditions, and expectations set out in this Behaviour Contract. I commit to making a positive contribution to Crawley Swimming Club.

Signature of Member / Individual:

Date: _____

Signature of Parent/Carer (if member is under 18):

Date: _____

Signature of Squad Head Coach: _____

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Date: _____

Signature of Club Welfare / Liaison Officer: _____

Date: _____