

<p>Who can a complaint be reported to?</p>	<p>Complaints can be reported to:</p> <ul style="list-style-type: none"> • British Swimming; or • the Sport Integrity Service (“SIS”).
<p>What is the Sport Integrity Service (“SIS”)?</p>	<p>The Sport Integrity Service is a confidential reporting line and independent investigation service. It is operated by Sport Resolutions - an independent sports dispute resolution organisation.</p> <p>The Sport Integrity Service has been established to address allegations of:</p> <ul style="list-style-type: none"> • Abuse; • Bullying; • Discrimination; • Harassment; • Sexual Misconduct; • Sexual Harassment; • Victimisation; • Unacceptable Behaviour (“UAB”) as defined within the Unacceptable Behaviour Policy and/or • Breach of an applicable policy (as explained below). <p>The Sport Integrity Service is intended to provide an independent, transparent and fair process for “Relevant Persons” to report complaints relating to the behaviours listed above and ensure that they are dealt with efficiently and effectively.</p>
<p>What is an applicable policy?</p>	<p>An applicable policy is a British Swimming policy, which covers unacceptable behaviour.</p>
<p>Who can make a complaint?</p> <p>Who is a “Relevant Person”?</p>	<p>The Sport Integrity Service is available to:</p> <ul style="list-style-type: none"> • Athletes (on UK Sport funded high-performance programmes); or • Athlete Support Personnel (on UK Sport funded high-performance programmes); or • Office holders of British Swimming or an organisation which operates a performance programme on behalf of British Swimming who receive funding from UK Sport. <p>If you do not fulfil one of the categories above, you will not be able to use the Sport Integrity Service and should use the current processes within the British Swimming Athlete Selection Agreement and Code of Conduct (“the Code”).</p>
<p>Are all athletes able to make a complaint to the Sport Integrity Service?</p>	<p>No. High Diving athletes are not able to use the Sport Integrity Service.</p> <p>All other athletes on UK Sport funded high-performance programmes selected or participating in any of the disciplines of the sport of swimming, diving and para-swimming (“podium</p>

	<p>funding”) water polo or artistic swimming (“national squad funding”) are eligible to use the Sport Integrity Service.</p>
<p>If I am under 18, can I still make a complaint to the Sport Integrity Service?</p>	<p>No.</p> <p>If you are under 18, the Sport Integrity Service cannot progress any complaint you raise without your parents’, guardians’, or legally authorised representatives’ consent.</p> <p>If you do not wish to progress a complaint due to this, we advise speaking to other support organisations such as Child Line.</p> <p>https://www.childline.org.uk/</p>
<p>Who can a complaint be made against?</p>	<p>Complaints can be made against any “Relevant Person” as listed below:</p> <ul style="list-style-type: none"> • Athletes (on UK Sport funded high-performance programmes); or • Athlete Support Personnel (on UK Sport funded high-performance programmes); or • Office holders of British Swimming or an organisation which operates a performance programme on behalf of British Swimming who receive funding from UK Sport. <p>Complaints can be brought by:</p> <ol style="list-style-type: none"> 1. an Athlete against another Athlete, Athlete Support Personnel or office holder; or 2. Athlete Support Personnel against an Athlete, another Athlete Support Personnel or office holder; or 3. an office holder against an Athlete, Athlete Support Personnel or another office holder.
<p>What happens if someone makes a complaint about me?</p> <p>What happens if I am the “Respondent”?</p>	<p>The Sport Integrity Service may inform you, the Respondent about the complaint to ensure fair process.</p> <p>The Sport Integrity Service will communicate with the Complainant (the person making the complaint) and you, the Respondent at appropriate intervals throughout the Complaints Process to keep them informed until the Complaints Process has completed or is otherwise discontinued.</p>
<p>What type of complaint can be made to the Sport Integrity Service?</p> <p>What is a “Relevant Matter”?</p>	<p>The Sport Integrity Service deals with complaints relating to a “Relevant Matter”.</p> <p>Relevant Matters include:</p> <ul style="list-style-type: none"> • Abuse; • Bullying; • Discrimination; • Harassment; • Sexual Misconduct; • Sexual Harassment; • Victimisation;

	<ul style="list-style-type: none"> • Unacceptable Behaviour (“UAB”) as defined within the Unacceptable Behaviour Policy; and/or • Breach of an applicable policy (as explained above).
What is the Unacceptable Behaviour Policy?	The Unacceptable Behaviour Policy covers all forms of unacceptable behaviour and should be read in conjunction with the Sport Integrity Service Rules of Procedure https://www.sportresolutions.com/services/sport-integrity
What happens if the complaint does not relate to a Relevant Matter? For example, if it relates to selection issues, anti-doping allegations or gambling?	Complaints which do not relate to a Relevant Matter cannot be investigated by the Sport Integrity Service. Complaints which do not involve Relevant Matters (and cannot be dealt with by the Sport Integrity Service) can be dealt with by British Swimming in accordance with the Code.
How quickly must a complaint be reported?	Complaints must be made within three (3) months from the date of the incident or the last in a series of incidents (the “ Limitation Period ”); unless there is a legitimate reason for delaying.
What happens if a complaint is made after the three (3) month Limitation Period?	The Sport Integrity Service may at its discretion extend the Limitation Period if there are just and equitable reasons.
What happens if the complaint relates to conduct which occurred more than three (3) months before the Sport Integrity Service Rules of Procedure came into force on 1 November 2023?	These complaints will be dealt with by British Swimming under the policies and processes existing at the time conduct occurred under the Code.
Does Unacceptable Behaviour (“ UAB ”) as defined within the Unacceptable Behaviour Policy have to take place inside of work for a complaint to be made?	No. In accordance with the Unacceptable Behaviour Policy; Unacceptable Behaviour may be reported if they occur “... <i>inside and outside work or in training or in the training environment, such as on business trips, at work-related events or social functions or training camps...</i> ”.
What happens if I am no longer an Athlete at the time of making a complaint?	As long as the incident complained of occurred in the last three (3) months either during the Performance Programme or within three (3) months of its termination, it will be considered within the Limitation Period.
Can a complaint be made anonymously?	Yes – but it will not be processed in accordance with the Sport Integrity Service Rules of Procedure. Where a complaint is made anonymously by a third party (for example a witness) or a Complainant via the Sport Integrity Line (telephone) it will not be progressed without further information (for example where a third party makes the disclosure, the Complainant will be required to contact the Sport Integrity Service to confirm the details and progress the complaint) and/or advice from the BEAA.

	<p>All complaints will be treated as confidential but cannot be made anonymously if they are to be progressed in accordance with the Sport Integrity Service Rules of Procedure.</p> <p>Whether a complaint is made via the Sport Integrity Line (telephone) or via the online form, you will be asked to confirm your name, email address, telephone and National Governing Body (British Swimming). Your name and telephone number are mandatory to submit the form.</p> <p>If a complaint is made via the Sport Integrity Service’s online form, your IP address and location will not be tracked by Crimestoppers. For further information visit:</p> <p>https://crimestoppers-uk.org/give-information/what-exactly-do-we-mean-by-anonymity</p>
<p>What happens after a complaint has been made?</p>	<p>Once the Sport Integrity Service has been notified of a complaint, a preliminary investigation will take place.</p> <p>If the Sport Integrity Service believes there is a legitimate complaint, then British Swimming will be informed, and the Sport Integrity Service may recommend mediation or an independent investigation.</p>
<p>How will the complaint be assessed?</p> <p>What is the “Standard of Proof”?</p>	<p>The complaint will be assessed by an Independent Panel and determined on the balance of probabilities in accordance with the Sport Integrity Service Rules of Procedure.</p> <p>The balance of probabilities is the “Standard of Proof” upon which the complaint will be assessed. This means that the Independent Panel will make its decision based on whether it is satisfied that it is more likely, than not that the incident which is the basis of the complaint occurred.</p>
<p>If I make a complaint to the Sport Integrity Service will British Swimming be informed?</p>	<p>Yes.</p> <p>The Sport Integrity Service reserves the right to inform British Swimming at any time but always after a preliminary investigation has taken place and a complaint is deemed to be legitimate.</p> <p>Once a complaint has been assessed and deemed legitimate by the Sport Integrity Service, British Swimming and the Respondent(s) (the person or persons who the complaint is against) will be informed.</p> <p>If the information provided as part of the complaint needs to be referred to the relevant statutory authorities because it raises issues of a criminal nature, or immediate safeguarding concerns, the Sport Integrity Service and/or British Swimming may do so.</p> <p>Consent to make the referral will usually be sought, but if it is believed that a person may currently be at risk of significant harm, a referral may be made without consent.</p>

<p>Can a complaint be withdrawn once made?</p>	<p>Yes.</p> <p>A complaint can be withdrawn at any time prior to an Investigator issuing a Report in accordance with the Sport Integrity Service Rules of Procedure.</p>
<p>If a complaint is withdrawn is the data kept?</p>	<p>Yes.</p> <p>Records of all withdrawn complaints shall be kept by the Sport Integrity Service for three (3) months from the date of withdrawal.</p>
<p>Can the Sport Integrity Service refer the complaint to an external organisation?</p>	<p>Yes.</p> <p>The Sport Integrity Service may refer the complaint to a relevant external organisation (this may include a law enforcement agency, government or regulatory authority or child protection agency).</p> <p>If a referral to an external organisation is made, the Sport Integrity Service may also inform British Swimming.</p>
<p>The complaints process is governed by the laws of England.</p> <p>What happens if I am not an English Athlete?</p>	<p>The Code is governed by the laws of England.</p> <p>A governing law is the law identified as most appropriate to determine any dispute arising under the Code. Therefore, all athletes subject to the Code fall under its governing law for the purposes of any dispute irrespective of their nationality.</p>
<p>Who determines the sanction (if any)?</p> <p>The Sport Integrity Services or British Swimming?</p>	<p>Where a complaint involves an alleged Unacceptable Behaviour (“UAB”) as defined within the Unacceptable Behaviour Policy any recommended sanction will be referred to British Swimming for its consideration.</p> <p>Where “Provisional Measures” for example suspension, restriction of duties or temporary redeployment etc. are being considered, it shall be British Swimming which confirms which (if any) are to be imposed.</p> <p>Where an investigation concludes that there is a case to answer then the “Hearing Bodies” will determine the sanction. This means British Swimming’s disciplinary and/or appeals panel (or if appropriate a Sport Resolutions arbitration panel).</p>
<p>If I am unhappy with the outcome of the complaint, can I appeal the decision?</p>	<p>Yes.</p> <p>Appeals can be brought in accordance with the appeals process run by Sport Resolutions (which are not part of the Sport Integrity Service) under its SR Arbitration Rules.</p>
<p>Are there any circumstances when an appeal cannot be brought?</p>	<p>Yes.</p> <p>Appeals cannot be brought if the complaint relates to an incident which occurred more than three (3) months before the</p>

	Sport Integrity Service Rules of Procedure came into force on 1 November 2023.
Will British Swimming be notified about the complaint decision?	Yes. The Sport Integrity Service will notify British Swimming of the complaint decision.
Will records of the complaint decision be retained?	Yes. The Sport Integrity Service will retain records of all complaints for a maximum of six (6) years and six (6) months from the date of finalisation. This information shall include the identities of the Complainant and Respondent. Where a complaint is withdrawn, or unsubstantiated; records shall be kept for a maximum of three (3) months.