WELFARE PROCEDURE

AQUAJETS NEWCASTLE ASC

Last Updated: November 2026

Aquajets Newcastle ASC is committed to providing a safe, welcoming and supportive environment for all members, including children and young people. Everyone should feel able to raise a welfare or safeguarding concern and to ask for help.

Safeguarding guidance

Aquajets follows Swim England's safeguarding and welfare procedures. The Swim England guidance is available here:

Swim England Wavepower – Child Safeguarding for Clubs:
https://www.swimming.org/swimengland/wavepower-child-safeguarding-for-clubs/

How to raise a concern

Any member, parent, carer, volunteer or other person may raise a concern about the welfare or safety of a child or any member of the club. You do not need to be certain that something is wrong, have proof, or investigate the matter yourself. Please share what you have seen, heard or been told as soon as possible.

You can contact the Welfare Officer(s) through any of the following routes:

- **Club website**: use the email contact in the "Contact Us" section.
- **Spond**: contact your squad contact or squad representative.
- **Email**: welfareaquajets@gmail.com

If someone is in immediate danger, contact the emergency services. A concern can also be raised directly with the relevant statutory safeguarding service or Swim England where appropriate; you do not have to report it to the club first.

How concerns will be handled

- Every concern will be taken seriously, listened to respectfully and considered fairly and impartially.
- The club will respond in line with applicable Swim England safeguarding procedures and will take appropriate steps to protect the welfare of those involved.

- Information will be handled sensitively and shared only with people or agencies who need it to assess the concern, respond appropriately or meet safeguarding obligations. Absolute confidentiality cannot be guaranteed where information must be shared to keep someone safe.
- Where appropriate, the Welfare Officer may explain the next steps and provide an update, while respecting privacy and any restrictions on what can be shared.

No one should be discouraged from speaking up

No person will be penalised, threatened or treated unfairly simply because they have raised a safeguarding concern in good faith. A concern does not have to be proven to be validly raised, and a concern that is unsubstantiated is not, on its own, evidence that it was false or malicious.

If there is evidence that a concern was deliberately fabricated or raised maliciously, this will be considered carefully and fairly, in accordance with relevant procedures and club reserves the right to take appropriate action against false or malicious claims.

Code of conduct

All members are required to read, sign and agree to the Club Code of Conduct as part of joining through Spond registration. Where a possible breach of the Code of Conduct is identified, the club will review the matter fairly and proportionately under the relevant club procedures. Any decision about membership, including possible suspension or withdrawal, will be considered separately from the act of raising a safeguarding concern and will not be imposed simply because someone has reported a concern in good faith.

The club will review this procedure as needed to ensure it remains consistent with current Swim England safeguarding guidance.