



COMPLAINTS POLICY

ABC SWIM SCHOOL is committed to maintaining quality assurance standards and ensuring compliance with stipulated statutory regulations.

ABC SWIM SCHOOL aims to provide an efficient and effective service to all, however, whilst every care is taken to ensure high quality services we acknowledge there may be occasions where we potentially fall short of expectations and individuals are not entirely satisfied. ABC SWIM SCHOOL will listen and respond positively to views of our customers and stakeholders and putting action plans in place.

Policy Purpose

We are committed to providing individuals directly affected by our service with the opportunity to feedback on whether or not we have met the standards set. We will respond to all comments made quickly and effectively. It is recognised that customers must have the confidence that they will be listened to, therefore all feedback received, both positive and negative, will be acknowledged and action planned where possible. All expressions of dissatisfaction received will be treated as a complaint.

Definition of a Complaint

A complaint is an expression of dissatisfaction about the standard of service, action or lack of action by ABC SWIM SCHOOL, a member of its staff or a representative affecting an individual customer or a group of customers. Complaints may relate to a failure on the part of ABC SWIM SCHOOL to perform an agreed or reasonable standard or to follow its own policies or procedures.

Dissatisfaction can be associated with ABC SWIM SCHOOL or with the way an individual he/she has been treated by ABC SWIM SCHOOL staff which may or may not be justified and may or may not be associated with professional misconduct.

Policy Aim

The aim of this policy is to provide a clear structured process highlighting who can make a complaint. "the complainant", how they would make the complaint and what ABC SWIM SCHOOL would do to seek resolution to the complainant's satisfaction.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- We deal with it promptly, politely and when appropriate, confidentially.

www.abcswimschool.co.uk
Info@abcswimsschool.co.uk

- We respond in a professional manner.
- All complaints will be actioned to improve our service and review annually our Complaints Policy and Procedures.

Equality of access and treatment

Complaints and feedback from our service can be received through the following:

- Verbally to ABC SWIM SCHOOL staff or management
- Written to ABC SWIM SCHOOL management
- www.abcswimschool.co.uk
- E-mail to ABC SWIM SCHOOL management

ABC SWIM SCHOOL are committed to ensuring all individuals have equal access to this information and the opportunity, where possible, to communicate with us in a way which suits them best.

Complaints will be treated impartially and in confidence (within our legal obligations). They will be treated sensitively, recognising individual needs. We may, however, decline to deal with those complaints which are abusive, persistent correspondence or those which have been through the full process and resolved appropriately.

Who can make a complaint

Complaints can be made by an individual customer or group of customers (who claim to be the person(s) in relation to whom the calls of dissatisfaction took place or have been adversely affected by it or have witnessed it) or someone acting on his/her behalf referred to as “third parties”.

Please note: Third parties submitting a complaint on behalf of the complainant may only do so with written permission to represent the complainant and their interests which must be presented to and accepted by ABC SWIM SCHOOL. In the first instance those individuals wishing to complain about services by ABC SWIM SCHOOL need to direct their concerns directly with ABC SWIM SCHOOL management. Only when the individual continues to remain dissatisfied with the outcome should they contact the Amateur Swimming Association awarding body.

How to make a complaint

Informal process

- Resolve informal concerns quickly
- Keep matters low key
- Enable mediation between the complainant and the individual to whom the complaint has been referred.
- Action plan as appropriate.

If concerns cannot be resolved informally then the formal complaints procedure should be followed.

Formal process

Stage 1

Formal complaints are to be submitted in writing for the attention of ABC SWIM SCHOOL management who will assume responsibility for the initial investigation.

When submitting a complaint the complainant must provide the following information:

- Name, address and contact details
- Details of the complaint including which aspects of AQUABILITY TEACHER TRAINING CENTRES operations or which actions or behaviour of the person they wish to complain about.
- All supporting information that they wish ABC SWIM SCHOOL to consider regarding the complaint, e.g. relevant documentation, details of dates, locations and witnesses if appropriate.
- Details of any previous attempts to resolve the identified dissatisfaction.
- What action of response they seek to resolve the complaint.

ABC SWIM SCHOOL management will:

- Acknowledge the complaint in writing within five days of receipt
- Record details on Complaints Register
- Begin investigations into the cause of dissatisfaction
- A response including an explanation and resolution (if required) will be provided to the complainant within twenty days of the original complaint acknowledgement. To ensure a fair and thorough investigation is conducted this duration will be dependent on the nature and severity of the complaint received.
- If the complainant remains dissatisfied he/she should inform ABC SWIM SCHOOL that they wish to pursue with Stage 2 of their complaint.

Stage 2

- ABC SWIM SCHOOL will identify an appropriate senior management official who will receive the complaints expression for further investigation with all documentation.
- Acknowledgement of further investigation will be provided to the complainant in writing within five working days of receipt of Stage 2 complaint and detail who the complaint has been referred to for investigation.
- A response including an explanation and resolution (if required) will be provided to the complainant within thirty days of the Stage 2 complaint acknowledgement. To ensure a fair and thorough investigation is conducted, this duration will be dependent on the nature and severity of the complaint received.
- If the complainant remains dissatisfied he/she should inform ABC SWIM SCHOOL that they wish to their complaint and submit an appeal otherwise the complaint will be deemed to be resolved. ABC Swim School reserve the right to refuse participation.

Monitoring and review of the policy

This policy and its procedures will be reviewed annually to ensure it remains fit for purpose and reflects the types of appeals which may arise.

The next date for review will be 21st April 2017