



The Swim Surgery Complaints Policy –Training Courses Only

Introduction

The Swim Surgery is used to train teachers and swimming teachers on behalf of Safety Training Awards. It uses self-employed freelance tutors and assessors to conduct its work. The Swim Surgery was established in 2018 and owned by Lynn Goring-Crook

Purpose

The Swim Surgery is committed to providing a quality service for its learners. We take every care to ensure we are delivering a high standard of service but are aware that there may be occasions that we do not meet both yours and our expectations, in this instance please raise your concerns with us immediately so we can address them, respond positively, and rectify any mistakes made.

Policy

The Swim Surgery is committed to promoting fairness and equality of treatment to all. We welcome positive or negative feedback from any individual that has been directly affected by our services. We strive to think our learners have confidence that we will listen to their views and act upon them accordingly. All written correspondence will be acknowledged by us within 7 working days, any dissatisfaction received will be treated as a complaint.

Our aim is to provide our learners with a clear, precise process to follow when they feel the need to make a complaint and communicate effectively the process we will follow to resolve the complaint.

We aim to ensure:

- The complaints procedure is an easy process to follow and is prompt and efficient
- All complaints are treated as a dissatisfaction with our level of service
- The resolution is to the complainant's satisfaction (explanation, apology, action taken) and our staff when dealing with the complaint are courteous, consultative, and

responsive

- Complaints and feedback received is reviewed in line with our quality assurance standards to help improve our products and services

Everyone has the right to raise a complaint so this policy will define the stages and procedures you would need to follow, guidance is as follows:

- The process you need to follow to raise a complaint
- The appropriate person who this should be directed to
- The timescales for the complaint to be investigated
- How and when you will be notified of the outcome

The Swim Surgery will not accept a complaint under this policy in relation to the following:

- If the complaint relates to any assessment decision or course results please refer to our enquiries and appeal policy
- Any form of maladministration or malpractice, this will be dealt with under our maladministration and malpractice policy

Raising Concerns and Making Complaints

All individuals can access the information about our complaints procedures through our websites www.theswimsurgery.com or can request a copy by contacting The Swim Surgery. We are committed to providing an equal opportunity for all, where possible to communicate with us.

If you have attended a training course and are dissatisfied with the service or are seeking a refund of your course fee you must firstly try to resolve this matter with the Centre Co-ordinator Lynn Goring-Crook. Learners must have exhausted their centres complaints policy before raising a complaint with Safety Training Awards. Safety Training Awards do not offer refunds for courses organised by individual members, please contact the centre co-ordinator directly to discuss your concern / complaint prior to contacting the awarding organisation. If you are not happy with the response, then please contact Safety Training Awards for further advice.

A complaint can be raised by an individual, a group or a third party who is acting on the behalf of someone else. If a third party is submitting a complaint on the behalf of someone else they will need written permission from the complainant along with the written complaint attached, this should then be presented to The Swim Surgery for acceptance.

Once The Swim Surgery have received a complaint an acknowledgement will be sent within 7 working days. The complaint will be reviewed in line with our policies and procedures and an investigation will be conducted where necessary. To ensure a fair and thorough process is followed the duration of the investigation will depend on the nature

and severity of the complaint we receive at this stage, or the complexity of the response required.

How to Make a Complaint

Contact Details

The primary contact for complaints The Swim Surgery is the Centre Co-ordinator Lynn Goring-Crook. She can be contacted on:

lynn.goring-crook@theswimsurgery.com

The Complaints Procedure—Stage 1 Our aim is to resolve complaints quickly and at an early stage. In the first instance you should raise your complaint with the member of staff that you have been dealing with (this will probably be your swimming teacher, pool manager or course tutor).

Let them know what the problem is, how it happened, and what you'd like us to do to rectify it.

You can get in touch with them by telephone, letter or email. Therefore we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your swimming teacher, pool manager or course tutor in the first instance.

They will do their best to try and find a solution as quickly as possible. This information is unique to each course and tutor and so is too detailed to include here. However, it will be contained within your course hand outs and induction email. If you are unsure of your tutors details please contact us directly via the information above and we will pass it on for you.

If however you are not satisfied with the response you receive, you can go to the next stage of our complaints procedure.

The Complaints Procedure—Stage 2

This stage involves you writing to the Centre Co-ordinator. Where a course has been ran by the Centre Co-ordinator, another impartial senior member of The Swim Surgery will deal with the complaint.

However you choose to contact us, please make sure you tell us about:

- the problem, including what has happened, when it happened, and the background to the problem, if you think it's relevant
- what you or anybody else has done to try and resolve it
- what you would like us to do to put things right.

Whether you send a letter or email it is always advisable to keep a copy for yourself.

When The Swim Surgery receive your complaint, we will:

- acknowledge receipt of your complaint within five working days
- advise you of who is dealing with the complaint and how you can contact them should you wish to discuss your complaint
- advise you when you can expect to receive a full response.

The person investigating the complaint will:

- Respond to your complaint within 20 working days of receiving your complaint.

Sometimes, if the complaint is complicated and we need to get answers from different people or different organisations, it may take longer than 20 working days for us to get back to you. If this happens, we will let you know and keep you informed of progress.

Once we have received your complaint, we will investigate the complaint and send you a letter either by email in post explaining our findings within 20 working days of receiving your complaint.

Please note if you are complaining about a person or a group of people, we have to seek permission from you before copying the complaint material or approaching those complained about to convey the facts of the complaint to those complained against. This is normally in the form of an email or letter and may lead to increased lengths of investigation.

We will keep you informed of the progress of the investigation if it is longer than anticipated and will also try to keep the investigation to a reasonable timescale.

The Complaints Procedure—Stage 3 (Independent Complaint Review)

Should you not be happy with any decision we have made, then you have the right to contest our decision.

If you wish to do this, you must notify us within 10 working days of our response.

When asking for a review of your decision, you must tell us why you wish to appeal against the decision and any new information you have which is relevant to your case.

We will then pass your complaint to a Company Partner of The Swim Surgery, who will look at the appropriate information provided, and make a final binding decision. This Company Partner will be impartial and independent from the one in Stage 2.

This information will be fed back to you within 15 working days including why the concluding decision, has been taken. Should we expect a final response to exceed 15 days, we will advise you of this as soon as possible, as well as the reasons for the delay.

This is the final route of escalation for complaints regarding to swimming lessons or non-awarding organisation courses. Should your complaint, however, regard an accredited or branded course you may escalate your complaint via the External Complaints Procedure below.

External Complaints Procedure

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact Safety Training Awards. Contact details are available below.

Should you address your complaint to the STA and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator, if appropriate. Either a representative of The Swim Surgery or the STA will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

Monitoring and Review

We will monitor all of the feedback that we receive in relation to the issues affected by the Policy and will amend the policy as necessary.

The Policy will be updated with any amendments to existing legislation or new legislation.

In any event, all policies are reviewed annually although updates to versions etc. will only take place every three years should there be no other changes to the policy.

Document Owner and Approval

The Swim Surgery is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the review requirements stated above.

This policy was approved by the Company Partners on 9th July 2018 and is issued on a version controlled basis under the signature of Lynn Goring-Crook

Date	Version	Author	Amendment Details
9/7/2018	1.0	Lynn Goring-Crook	Creation of document
01/07/2021	2.0	Lynn Goring-Crook	Removal of SSS

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