

Complaints Policy

Statement of Intent

Active Swim is fully committed in providing quality customer care and the service of teacher training programme. Feedback is a gift and important. The Club welcomes feedback and feel free to tell us about any aspect.

The purpose of this policy covers complaints raised by learners and/or customers, related to the delivery of qualifications and other relevant serviced provided by Active Swim. This policy does not cover any issues related to the decisions made regarding assessment, which are covered by the Appeals policy. Should you be unhappy with the conduct of deliver of assessment and you suspect any maladministration or malpractice, you should follow the process in the Malpractice and Maladministration Policy.

Making a complaint

You can submit a complaint through your course tutor, in writing, by email or by phone. However, all complaints should be written in a suitable format. You should outline the following:

- What specifically is the complaint?
- What evidence do you have to substantiate your complaint?
- How have you informally attempted to resolve the issue?

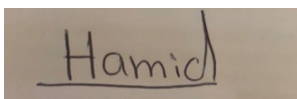
Complaints should be forwarded to the key contact:

Mr H Anwary
10 Burgundy Court
31 Arla Place
Ruislip
HA4 0GD

hamid@activeswim.co.uk

Procedure

1. **During a course:** If this occurs, please discuss with your tutor, so that they can attempt to resolve this before the end of the course.
2. **Stage 1:** If not, please write a formal complaint, as advised in this policy within [three days of the course concluding](#).
3. The centre will acknowledge your complaint normally within 5 working days of receipt.
4. The complaint submitted will be fully reviewed. An appointed person, not involved with the issues, will investigate and we will respond within a further 20 working days. On occasions, we are not able to respond within the timescale published, we will write to you, informing the case and give you a new timescale, as to when we may respond to you.
5. If you are not happy with the response to your complaint, you may appeal and process to **stage 2**. At this stage, case may be referred to an independent person to review. Request for an independent review must be made within 10 working the date of receipt of the response to the complaint. The findings of the independent review will be normally be reported within 20 working days. The outcome made will be final.



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| Version no: | 1.2 |
| Date approved: | July 2022 |
| Date review: | Jun 2023 |