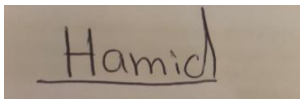




Complaints Policy

Approved by:	H Anwary
Signed:	
Date approved:	Jan 2025
Date review:	Jan 2026
Version No:	V2

V1	Apr 2024	Policy re-written and amended
V2	Jan 2025	Tweaked details

Complaints Policy

Introduction

This states the Complaints Procedure for the **Active Swim**. The company aims to provide an efficient and effective service to all its stakeholders in delivering learn to swim activities. However, while every care is taken to ensure high-quality standards, we acknowledge that there may be occasions when we fall short of expectations and individuals are not completely satisfied. There is a separate complaints policy for Active Swim Education

This policy aims to provide a clear and structured process that highlights who can make a complaint (the complainant), how they can make a complaint, and what we will do to seek a satisfactory resolution.

The policy aims to ensure that:

- All public members know how to give feedback to Active Swim, and making a complaint is simple.
- Feedback will be dealt with promptly, efficiently, and courteously, keeping the service user informed of progress and ensuring that the right response is provided, such as an explanation, apology, or action taken.
- Improved customer relations are built by resolving feedback during the initial stages wherever possible.

All feedback is recorded and monitored so that we learn from feedback and take action to improve services.

The Definition of a Complaint

A complaint is: *"An expression of dissatisfaction regarding the standard of training, service, action or lack of action"*. A complaint is not "An initial request for a service to be delivered". Within 5 days of the incident occurring, a complaint should be made, following our process.

How a complaint can be made

- **Verbally**, to the tutor, assessor or internal verifier, or to the manager of a physical site or office
- **By email** the Key Centre Contact details at the end of this policy, and type in your complaint
- **By letter-** to:

Mr H Anwary,
10 Burgundy Court
31 Arla Place
Ruislip
Middlesex
HA4 0GD
admin@activeswim.co.uk

The Complaints Process

Enquiries Informal Stage 1

All complaints are initially addressed to our admin department, who can be verbally and informally. A response should be made within **five** working days of the course/event, during which we will aim to resolve the concern by providing an explanation, an apology, or another desirable outcome. This is the informal stage of the complaint policy, regardless of how the complaint or expression of dissatisfaction is made.

If the informal response to a complaint is unsatisfactory, the next stage is for the complaint to be formalised.

Formal Stage 2

Formal complaints are submitted in writing and marked for Hamid Anwary's attention. When submitting a complaint, the complainant must provide the following:

- Name, address and contact information
- Full details of the complaint, such as the cause of dissatisfaction with the teaching, behaviour and/or process
- All supporting information such as relevant documentation, dates, locations, any witnesses
- Details of any previous attempts to resolve the identified dissatisfaction (informal outcome)
- What action has been taken to resolve so far

The complainant will receive a response within **ten** working days of the outcome of the initial informal stage correspondence to advise receipt of the complaint. Where possible, a response, including explanation and resolution, will be provided within twenty working days of initial complaint acknowledgement. Active Swim will notify the complainant as soon as possible if the investigation takes longer than expected due to the nature and severity of the complaint.

Stage 2 of the formal process may begin if the complaint remains unresolved.

Formal Stage 3

If the outcome of the stage one complaint is still unresolved, the complainant must notify the Active Swim that they want to escalate to stage 2 of this process within **five** working days of the ATC confirming the decision of stage 1. The Managing Director will appoint another person to create a panel of at least two people (typically to include an external person) to review the complaint in full. A response will be provided within 20 working days of receipt of the stage 2 complaint. After the panel fully reviews the complaint, the complainant will be notified of the final decision, outcome and action. This decision will be final.

Confidentiality: All complaints are treated with confidentiality in mind. Only the key centre contact will be aware that a complaint has been received and is being dealt with. Where the complaint extends to the training service, whilst the tutor may be requested to provide information to satisfy the complaint, this will be handled appropriately so as not to prejudice further training or assessments.

Anonymous requests will be acted upon; however, it is better to provide contact details to inform the complainant of the outcome.

Aggressive or Obsessive Complaints: Active Swim wants to deal fairly and honestly with complainants and ensure that other users, clients, and staff do not suffer the detriment of persons making vexatious complaints.

Equalities Statement: Active Swim aims to handle all complaints fairly and honestly regardless of who makes a complaint. We treat all community members equitably and will not show bias to any particular individual or group.

Matters that are Outside the Policy: The following matters are not included in this policy:
Complaints which are subject to legal proceedings

Monitoring Satisfaction and Performance

All complaints are logged, recorded, and analysed as part of the customer service satisfaction procedure.

For any appeals or enquiries, please contact:

Mr H Anwary
10 Burgundy Court
31 Arla Place
Ruislip
Middlesex
HA4 0GD
hamid@activeswim.co.uk