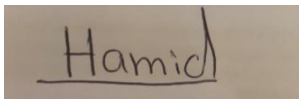




Complaints Policy

Approved by:	H Anwary
Signed:	
Date approved:	Mar 2026
Date review:	Mar 2027
Version No:	V3.2

V3	May 2024	Policy written and amended
V3.1	Apr 2025	Awarding bodies added
V3.2	Mar 2026	Tweaking of wording

Complaints Policy

Introduction

This states the Complaints Procedure for the Approved Training Centre (ATC) **Active Swim and Swim Education**. We aim to provide an efficient and effective service to all in delivering qualifications on behalf of Swim England Qualifications (SEQ), Safety Training Awards (STA), and RLSS UK Qualifications (RLSS UK). However, while every care is taken to maintain high standards, we acknowledge that there may be occasions when we fall short of expectations, and individuals are not fully satisfied.

This policy aims to provide a clear, structured process that outlines who can make a complaint (the complainant), how they can do so, 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 we can learn from it 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
hamid@activeswim.co.uk

The Complaints Process

Initial Informal Stage

All complaints are initially addressed to the Key Centre Contact, 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 to formalise the complaint.

Formal Stage One

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 training, operations, actions or behaviour
- All supporting information, such as relevant documentation, dates, locations, and 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, confirming receipt of the complaint. Where possible, a response, including an explanation and resolution, will be provided within 20 working days of the initial complaint acknowledgement. Active Swim will notify the complainant as soon as possible if the investigation exceeds expectations, given the nature and severity of the complaint.

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

Formal Stage Two

If the outcome of the stage 1 complaint remains unresolved, the complainant must notify the ATC that they wish to escalate to stage 2 of this process within 5 working days of the ATC confirming the decision at stage 1. The KCC will appoint another person to create a panel of at least two people 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 preferable to provide contact details so the complainant can be informed 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 are not put at a disadvantage by persons making vexatious complaints.

Equality Statement: Active Swim aims to handle all complaints fairly and honestly, regardless of who submits them. 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