



## Complaints Policy

ADV Swim School is committed to providing a high quality and accessible service to everyone we deal with. If you are not satisfied with some aspect of our service however, then please let the tutor know in the first instance and we will try our best to resolve the matter as quickly as possible.

We handle any expression of dissatisfaction with our service which calls for a response as a complaint. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

### Policy

#### Our policy covers complaints about:

- the standard of service you should expect from us
- the behaviour of our staff in delivering that service
- any action, or lack of action, by our staff or others engaged on Commission business

#### ADV Swim School 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 Appeals Policy)
- In incidents involving malpractice or maladministration (please refer to our Malpractice and Maladministration Policy)

All complaints received will be dealt with confidentially and in accordance with the requirements of the General Data Protection Act 2018, subject to the need to disclose information as required by statutory authorities.

### How to make a Complaint

#### Informal Process

An informal process is normally the most efficient means of resolving a complaint through mediation between the training centre and the complainant. ADV Swim School welcomes direct contact in order for any complaint to be discussed informally and will endeavour to resolve the matter to the complainant's satisfaction.

#### Formal Process



## **Complaints Policy**

ADV Swim School operates a 2 stage formal complaint procedure:-

**Stage 1** – If, after the informal process, the complainant is not satisfied with the outcome then a more formal route may be taken by writing to ADV Swim School.

An acknowledgement of receipt of the complaint will be sent within 7 working days and an investigation process started by the Training Co-ordinator. Following a review, the complainant will be notified in writing of the outcome as soon as possible and within a maximum of 28 days.

**Stage 2** – If, after stage 1, the complainant still remains dissatisfied they may refer the complaint to the awarding organisation – Safety Training Awards

This policy will be reviewed on a regular basis to ensure that it reflects ADV Swim School's commitment to a high standard of customer service.

**Diane Tidey**

**ADV Swim School**

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