



## AQUALIFE SWIMMING LIMITED COMPLAINTS POLICY - 2024

Aqualife Swimming Limited views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. Each of our customers is important to us and we believe you have the right to a swift, fair and courteous service at all times.

### **Overview:**

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so people know how to contact us to make a complaint.
- To make sure that everyone at Aqualife Swimming Limited knows what to do if a complaint is received.
- To ensure complaints are investigated fairly and in a timely manner.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us improve how we deliver services.

### **Definition of a complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Aqualife Swimming Limited.



### **Source of complaint**

Complaints may come from any person or organisation that has a legitimate interest in Aqualife Swimming Limited. A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from members of staff, who should use Aqualife Swimming Limited's Discipline and Grievance Procedure.

### **Confidentiality**

All complaint information will be handled sensitively, informing only those that need to be involved and following any relevant data protection requirements.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the Directors of Aqualife Swimming Limited.

### **Monitoring and learning from complaints**

Complaints are reviewed on an ongoing basis to identify any areas of service which may indicate the need to take further action.

### **Raising concerns and how to make a complaint**

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



We intend to address complaints as quickly as possible. To achieve this, realistic and reasonable time limits will be set for each action once the necessary details of the complaint have been received.

Where further investigations are necessary, new time limits will be set, and the complainant will be provided of the new deadlines.

We expect that complaints will be made as soon as possible after an incident arises, and no later than **10 working days afterwards**. We will consider exceptions to this time frame in circumstances where there were valid reasons for not making a complaint at that time, and the complaint can still be dealt with in a fair manner for all involved.

### **Informal Complaint**

We will take informal concerns seriously and make every effort to resolve the matter quickly. It may be the case that a discussion and clarification of information will resolve the issue. The complainant should raise the complaint as soon as possible with the ATC Co-ordinator Anna Hodges, either in person, by telephone, email, or letter.

We will acknowledge informal complaints **within 10 working days**, investigate and provide a response **within 14 working days**.

If the complaint is not resolved informally, it may be escalated to a formal complaint.

### **Formal Complaint**

The complainant should inform the ATC Co-ordinator by email they wish to pursue a formal complaint. The email should provide details such as dates, times, and the names of witnesses to the events, alongside copies of any relevant / supporting documents. The complainant should state what they feel would resolve the complaint.

The ATC Co-ordinator or designated member of ATC staff may contact the complainant in person, telephone, email or by letter to clarify concerns and seek a resolution.



The ATC Co-ordinator, or other person appointed by the ATC Co-ordinator for this purpose will then conduct their own investigation. The written conclusion of this investigation will be sent to the complainant **within 28 working days** of receiving the formal complaint.

### **Safety Training Awards Complaints Escalation Procedures**

If the complainant remains unsatisfied with the outcome from the ATCs formal complaints procedures they may escalate their complaint to the Awarding Organisation, Safety Training Awards. Please refer to the Safety Training Awards complaints policy on the website for further information

<https://www.safetytrainingawards.co.uk/>.

### **Regulatory Escalation Procedures – Ofqual and Qualification Wales (QW) Escalation Procedures**

If a customer or learner is not satisfied with the outcome decision from an ATC and Safety Training Awards they may escalate a complaint to the relevant regulator.

**Please note the regulators are unable to overturn an assessment decision for regulated qualifications.**



### Contact Details

#### **Aqualife Swimming Limited**

Course Tutor: Penny Watkins, Founder, Aqualife Swimming

STA Tutor & Assessor in: STA Level 2 Award in Swimming Teaching, STA Level 2 Certificate in Swimming Teaching

Tel: 0796164138

Email: [penny@aqualifeswimming.com](mailto:penny@aqualifeswimming.com)

Course Tutor, IQA & Administration: Anna Hodges

Partner & Centre Administrator, Aqualife Swimming

STA Tutor, Assessor & IQA in: STA Level 2 Award in Swimming Teaching, STA Level 2 Certificate in Swimming Teaching

IQA in : STA Safety Award for Teachers, Pool Emergency Responder

Tel: 077140 89928

Email: [info@aqualifeswimming.com](mailto:info@aqualifeswimming.com)

Course Tutor: Camilla Golledge, Tutor

STA Tutor, Assessor and IQA in: STA Level 2 Award in Swimming Teaching, STA Safety Award for Teachers

Contact: via Anna Hodges, Centre Administrator



Course Tutor: Lee Cornelius, Tutor

STA Tutor in : STA Safety Award for Teachers

STA IQA Tutor & Assessor in: STA Level 2 Award in Swimming Teaching, STA Safety Award for Teachers

Contact: via Anna Hodges, Centre Administrator

IQA: Abbey Ratchford

STA IQA in: STA Level 2 Award in Swimming Teaching

Contact: via Anna Hodges, Centre Administrator

STA Assessor: Timothy Long

STA Assessor in: STA Level 2 Award in Swimming Teaching

Contact: via Anna Hodges, Centre Administrator

**External Assessor:**

The Assessor details will be available upon registration of each new course and details will be given on Day 1 of course.

**Safety Training Awards**

Address: Anchor House, Birch Street, Walsall, West Midlands, WS2 8HZ

Tel: 01922 645097

Email: <https://www.sta.co.uk/contact-us/>

**OFQUAL (England)**

Contact: Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH

Tel: 0300 303 3344



Email: [public.enquiries@ofqual.gov.uk](mailto:public.enquiries@ofqual.gov.uk)

### **Monitoring and Review**

This policy will be reviewed annually to ensure they remain correct and are fit for purpose. However, the policy may be reviewed and updated at any time to reflect any changes made by Safety Training Awards (STA) or the Regulatory authorities.

Policy Launch Date : November 2024

Review Due: November 2025