# **AQUALIFE SWIMMING LIMITED**

# **COMPLAINTS POLICY - 2018**

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.

**Review**

This policy is reviewed regularly and updated as required.

**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.

**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

Contact: Address: 37 Greenway Circuit, Mount Ommaney, Brisbane 4074, Queensland, Australia

Tel: +61 484 256 916

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

**Aqualife Swimming Limited**

IQA & Administration: Anna Hodges

Partner, Aqualife Swimming

Operations Director

Contact: 14 Juniper Close, Allington, Maistone, Kent ME

Tel: 07969 164138

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

**External Assessor:**

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

**IQA**

**Melanie Davis**

**BG&G Training Limited**

IQA for:

STA Level 2 Award in Swimming Teaching

STA Level 2 Certificate in Swimming Teaching

STA Level 2 Award in Safety Award for Teachers

Contact: Address: Whitecroft, Avenue Road, Cranleigh, Surrey GU6 7LL

Tel: 07939 031365

Email: [bgandg.mjdavis@gmail.com](mailto:bgandg.mjdavis@gmail.com)

**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: Ofqual, Spring Place, Herald Avenue, Coventry CV5 6UB

Tel: 0300 303 3344

Email: public.enquiries@ofqual.gov.uk