

Complaints procedure



May 2018
Review Date: May 2019

Complaints Procedure

Introduction

Water Lilies Swimming School is committed to giving the best possible service in all areas of the work, but we accept that, from time to time, something may go wrong or you may be unhappy with the service and / or assessment you have received. When this happens we'd like to know in order that we can try to put things right. This document outlines the policies and procedures that we adhere to in the event of a complaint. Should you wish to appeal against an assessment decision please see our 'Assessment Appeals Policy'.

We view complaints as valuable feedback about our service, and will use the feedback to review how we do things, to learn from our mistakes and to improve the service you receive from us. We know that making a complaint can take time and seem daunting. This policy explains how to complain and how we will deal with your complaint.

The Principles behind the Complaints Policy

All companies have a duty to act legally, fairly, responsibly and reasonably. Water Lilies Swimming School Ltd, must be able to demonstrate, as an organisation, that it follows all these principles in all of its areas of activity. An important part of this is having publicly available procedures for dealing with complaints whether from individuals or organisations.

Water Lilies Swimming School Ltd are aiming for:

- consistency with current UK best practice in this area
- simplification of procedures to minimise administration and cost
- avoiding duplication of complaint records
- transparent implementation.

Contact Details

The primary contact for complaints with Water Lilies Swimming School is:
Teresa Griffin, Owner

T: 01379 740489

M: 07919108646

E: treacle@waterlilisswim.co.uk

Waveney House,
Bungay Road,
Scole,
Diss,
Norfolk, IP21 4DX

The Complaints Procedure

Our aim is to resolve complaints quickly and at an early stage. In the first instance you should raise your complaint with a member of the office staff.

Let them know what the problem is, how it happened, and what you'd like us to do to rectify it. You can get in touch with them by telephone, letter or email. Therefore we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible. They will do their best to try and find a solution as quickly as possible.

When Water Lilies Swimming School Ltd receive your complaint, we will:

- acknowledge receipt of your complaint within five working days
- advise you of who is dealing with the complaint and how you can contact them should you wish to discuss your complaint
- advise you when you can expect to receive a full response.

The person investigating the complaint will:

- Respond to your complaint within 20 working days of receiving your complaint. Sometimes, if the complaint is complicated and we need to get answers from different people or different organisations, it may take longer than 20 working days for us to get back to you. If this happens, we will let you know and keep you informed of progress.

Once we have received your complaint, we will investigate the complaint and send you a letter explaining our findings within 20 working days of receiving your complaint. Please note that if you are complaining about a person or a group of people, we have to seek permission from you before copying the complaint material or approaching those complained about to convey the facts of the complaint to those complained against. This is normally in the form of a letter and may lead to increased lengths of investigation.

We will keep you informed of the progress of the investigation if it is longer than anticipated and will also try to keep the investigation to a reasonable timescale.

GDPR Specific Complaints

Data subject(s) lodging a complaint with the Water Lilies Swimming School's Data Protection Officer (DPO) are able to do so by contacting us via the company website, and/or via email direct to the Data Protection Officer (DPO) as published on the company website.

Complaints received via this format are directed to the Data Protection Officer (DPO) for resolution.

Complaints are to be resolved within one calendar month.

Appeals on the handling of complaints are to be resolved within three months.

If Water Lilies Swimming School fails to act on a data subject's access request within one month, or refuses the request, we will set out in clear and plain language the reasons it took no action/ refusal. Water Lilies Swimming School will also inform the data subject(s) of their right to complain directly to the supervisory authority. In doing so, Water Lilies Swimming School provides the data subject (s) with the contact details of the supervisory authority and informs them of their right to seek judicial remedy.

Awarding Organisations

Swimming Teachers Association

Web: www.highfieldqualifications.com Web: www.sta.co.uk

Tel: 0845 226 0350 Tel: 01922 645 097

Monitoring and Review

We will monitor all of the feedback that we receive in relation to the issues affected by the Policy and will amend the policy as necessary.

The Policy will be updated with any amendments to existing legislation or new legislation.

In any event, all policies are reviewed annually although updates to versions etc. will only take place every three years should there be no other changes to the policy.

Document Owner and Approval

The Data Protection Officer (DPO) is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the review requirements stated above.

A current version of this document is available to all members of staff in the office and online.

This policy was approved by the Company Owner on 15th May 2018 and is issued on a version controlled basis under the signature of Managing Director.

Date	Version	Author/Contributor	Amendment Details
15 th May 2018	1.00	Zoe Shears	None