

Complaints Policy

Policy Statement

Swim UK and Pavilion Training views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Swim UK aims to provide an efficient and effective service and learning environment to all, however whilst every care is taken to ensure high quality standards, we acknowledge that there may be occasions where we fall short of expectations. We therefore very much encourage feedback on our services so that we can listen, respond and ultimately put mistakes right.

How to make a complaint

The complaint should be given in writing to the Swim UK and Pavilion Training administration team either via email or letter, the team will then review the complaint and request any further information required to investigate the matter. If required, the complaint will be referred to the Swim UK and Pavilion Training manager.

The complaint will be acknowledged in writing within five working days of receipt. A response will be provided within 20 working days of the acknowledgement of the initial complaint whereby an explanation, apology or another desirable outcome will be decided upon.

If a more immediate solution is required complaints can be given during a discussion over the phone or in person with a member of the administration team, and the complaint will be responded to in shorter timescale, ensuring that the person making the complaint can proceed with their learning experience or other activities.

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

This policy and procedure will be reviewed periodically to ensure that it remains fit for the purpose, suitable and complies with legislation.

Signed:

Name & Position: **Ella Scott, Manager**
Date: **30.09.2013**
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