

Procedure for a Complaint

This Complaints Policy sets out the John Warner Sports Centre (Borough of Broxbourne) approach to handling customer complaints.

We are committed to providing a quality service, in order to do this we will listen and respond to the views of our customers

Complaints, comments and any other expressions of dissatisfaction are taken seriously and are dealt with promptly and appropriately. We aim to learn from feedback and to improve the quality of service we offer. All customers complaints received are recorded

This procedure relates to aspects connected to the delivery of a course leading to a Swim England Qualifications certificate.

The first stage in the complaints procedure is to the tutor stating clearly the nature of the complaint.

If the complaint is about the tutor the first point of contact would be the centre Key Contact.

Where possible we would like to deal with your complaint informally and may do so over the telephone or via email. In such cases we will confirm in an email the action we will take.

If the complainant is not satisfied with the outcome of the complaint to the Tutor the Key contact should be requested to investigate the matter further. The Key Contact will be available in person throughout any course. Candidates are advised by the Tutor that the Key Contact is available if they have any problems. At the end of the course the candidates will be given an evaluation sheet by the tutor and offered to discuss any complaints they may have. Any complaints must be dealt with by the Key Contact within 7 working days. Complaints should be made within two weeks of the occurrence to the Key contact at John Warner Sport Centre (ATC)

The learner should email the centre at swimschool@broxbourne.gov.uk. A hard copy letter will not be accepted.

If the complainant is not satisfied with the outcome of the complaint to the Tutor and the Key Contact the complaint should be forwarded in writing directly to:-
qualityassurance@swimenglandqualifications.com giving the following details

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- Name, address and contact information
- Reason for your complaint and your expectations of the outcome as succinctly as possible
- Dates, locations and information regarding any witnesses
- Details of any previous attempts to resolve the identified dissatisfaction
- Please do not submit any additional supporting documentation until requested to do so

However please note that it is beyond Swim England Qualifications role to deal with all types of complaints.

For example:-

Complaints regarding financial contracts HSE and ICO breaches

Where a complaint is about our provision a learner should have exhausted our complaints procedure before contacting the Awarding Organisation (Swim England Qualifications). For complaints about assessment decisions, these will be dealt with under our appeals procedure.

Contact details for Swim England
Telephone: 01509 640493
Email: qualityassurance@swimenglandqualifications.com
Website: www.swimenglandqualifications.co.uk

We offer a transparent complaints procedure and will keep complainants informed throughout any investigation. However, complainants must allow sufficient time to carry out a thorough investigation.

We will not engage with abusive or persistent correspondence from complainants, once a decision has been reached.

Repeated contact with no new evidence and /or abusive correspondence from a complainant will be considered as vexatious correspondence.

Where correspondence and /or behaviour are deemed to be vexatious, we will refer the complainant to this policy, explaining that if the communication continues in this manner all correspondence will cease.

Individuals who remain dissatisfied with an outcome of a complaint may take their complaint to Swim England's Regulators (Ofqual).

A learner may nominate an appropriate representative to act on their behalf only if they are unable to represent themselves, for example by reason of disability, on medical grounds, or because they are under the age of 18. Learners wishing to nominate a representative should do so at the beginning of the process with us as the ATC, giving a clear reason why they cannot represent themselves

We as the ATCs should report to Swim England, without delay, any complaints that we receive relating to equality and diversity in the delivery of qualifications, the processing of personal data or compliance with the General Data Protection Regulation (GDPR 2018), the integrity of the qualifications or their award, and/or any matter that may give rise to a potential adverse effect (as defined by our regulators).

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