

Appeals Policy

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Introduction

Swim Tutor is committed to providing an efficient and high standard of service to all. We take every care to ensure we are delivering a high standard of service but are aware that there may be occasions that we do not meet both yours and our expectations, in this instance please raise your concerns with us immediately so we can address them, respond positively, and rectify any mistakes made.

Policy

Our policy is to provide equality and fairness for all Swim Tutor staff, customers, and learners. We are committed to promoting fairness and equality of treatment to all. We welcome positive or negative feedback from any individual that has been negatively affected by our services. We strive to think our learners have confidence that we will listen to their views and act upon them accordingly.

Our aim is to provide our learners with a clear, precise process to follow when they feel the need to make a complaint.

We aim to ensure:

- The complaints procedure is an easy process to follow and is prompt and efficient.
- All complaints are treated as a dissatisfaction with our level of service.
- The resolution is to the complainant's satisfaction (explanation, apology, action taken) and our staff when dealing with the complaint are courteous, consultative, and responsive.
- Complaints and feedback received is reviewed in line with our quality assurance standards to help improve our products and services.

When responding to complaints, we aim to:

- Be impartial.
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points raised and provide an effective and prompt response.
- Respect confidentiality always
- Treat complainants with respect
- Keep complainants informed of the progress of the complaints process.

We try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed.

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

Swim Tutor 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, either in person, by telephone, email, or letter.

Please refer to Swim Tutor and ATC Co-ordinator contact details at the start of this policy.

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 Swim Tutor 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 Swim Tutor's 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 Qualifications 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.

Ofqual

Earlsdon Park, 53-55 Butts Road

Coventry, CV1 3BH

Tel: 0300 303 3344 / Email: public.enquiries@ofqual.gov.uk

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1058907/6905_-_Ofqual_complaints_procedure.pdf

Qualifications Wales

Q2 Building, Pencarn Lane,

Imperial Park, Coedkernew

Newport, NP10 8AR

Tel: 01633 373 222 / Email: enquiries@qualificationswales.org

Monitoring and Review

This policy was written by Fiona Leeson trading as Swim Tutor in March 2023.

This policy will be reviewed annually from the version date, and/or after any appeals have been made, to ensure this policy is fit for purpose.

Review Number	Date of Review	Purpose and Details of Change	Initial
001	24/4/2024	No changes	FL
002	11/11/2025	No Changes	FL