



Swim Wales Training and Development Complaints Policy

DOCUMENT STATUS

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DOCUMENT CONTROL INFORMATION

Change History		
Version	Date	Details of changes
V2	12/02/2019	Amendments to existing policy
V3	02/04/2020	Amendments to existing policy
V\$	18/09/2020	Amendments to existing policy

Swim Wales is committed in its service provision to offer standards of the highest quality. Working to continually achieve this benchmark assists in the maintenance of quality assurance standards and ensures compliance with stipulated statutory regulations.

Swim Wales aims to provide an efficient and effective service to all, however, whilst every care is taken to ensure high quality services, we acknowledge there may be occasions where we potentially fall short of expectations and individuals are not entirely satisfied.

One of the ways in which we can continue to improve our service is by listening and responding to feedback from our customers and stakeholders, and in particular by responding positively and putting mistakes right.

Policy purpose

We are committed to providing individuals directly affected by our services with the opportunity to feedback on whether or not we have met the standards set. It is recognised that customers must have the confidence that they will be listened to, therefore, all feedback received, both positive and negative, will be acknowledged.

Any expressions of dissatisfaction will be reviewed, and will be treated as a complaint. Please note that some customer complaints will be dealt informally over the phone, whilst others will require a more formal investigation.

Definition of a complaint

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by Swim Wales, a member of its staff or a representative, affecting an individual customer or a group of customers. Complaints may relate to a failure on the part of Swim Wales to perform to an agreed or reasonable standard, or to follow its own policies or procedures.

Dissatisfaction can be associated with the service provided or with the way an individual perceives he or she has been treated by a Swim Wales member of staff or representative, which may or may not be justified and may or may not be associated with professional misconduct.

Policy aim

The aim of this policy is to provide a clear, structured process highlighting who can make a complaint '*the complainant*', how they would make a complaint and what Swim Wales will do to seek resolution to the complainant's satisfaction.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way - for example, with an explanation or an apology where we have got something wrong, or information on any action taken
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

Equality of access and treatment

Through the publication of this policy on our website, within our qualification resources, individuals can access information about the complaints procedures. We are committed to ensuring all individuals have equal access to this information and the opportunity, where possible, to communicate with us in any way.

Complaints will be treated impartially and in confidence (within our legal obligations). They will also be treated sensitively, recognising individual needs. We may however decline to deal with those complaints received that are: abusive, persistent correspondence or those that have been through the full process and resolved appropriately.

Please note that complaints about the following are all dealt with under our Enquiries and Appeals Policy

- Independent assessment decisions
- External moderation decisions
- Actions taken as a result of confirmed malpractice/maladministration
- Refusal to grant Reasonable Adjustment or Special Consideration

Who can make a complaint?

Complaints can be made by an individual customer or group of customers (who claim to be the person(s) in relation to whom the cause of dissatisfaction took place, or have been adversely affected by it or have witnessed it) or someone acting on his or her behalf, referred to as 'third parties'.

Please Note: Third parties submitting a complaint on behalf of the complainant may only do so with written permission to represent the complainant and their interests, which must be presented to, and accepted by, Swim Wales. In the first instance, those individuals wishing to complain about services provided, need to address their concern directly with Swim Wales.

How to make a complaint Informal process

We recognise most individuals who are dissatisfied will want someone to address a problem as quickly as possible; therefore an informal approach is appropriate.

Our aims with an informal approach are to:

- Resolve informal concerns quickly
- Keep matters low-key
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

The cause of the dissatisfaction may be resolved immediately; therefore the complainant should contact the Swim Wales for an informal discussion, of which we will aim to resolve the concern by providing an explanation and, where appropriate, an apology or some other desirable outcome. If concerns cannot be satisfactorily resolved informally then the formal complaints procedure should be followed. It might be necessary to ask for further information to ensure that the complaint is correctly understood, thoroughly investigated and that a comprehensive response is provided.

Formal process

Stage 1

Formal complaints must be made in writing - marked for the attention of the Swim Wales Training & Development Manager who will assume responsibility for the initial investigation.

When submitting a complaint, the complainant(s) must provide the following information:

- Name, address and contact details
- Reasons for your complaint and your expectations of the outcome as succinctly as possible.
- All supporting information regarding the complaint including dates, locations and witnesses if appropriate
- Details of any previous attempts to resolve the identified dissatisfaction
- Please do not submit any additional supporting documentation until requested to do so.

Swim Wales will acknowledge the complaint via email within five working days of receipt, record details on the *Complaints Register* and begin investigations into the cause of dissatisfaction.

A response, inclusive of an explanation and resolution, will be provided to the complainant within 28 working days of the initial complaint acknowledgement. To



ensure a fair and thorough investigation is conducted, this duration will be dependent on the nature and severity of the complaint received.

Stage 2

Swim Wales will identify an appropriate member of the Senior Management Team, who will receive the complainant's expression for further investigation. Acknowledgement of further investigation will be provided to the complainant in writing, within ten working days of receipt of the Stage 2 complaint, and detail who the complaint has been referred to for investigation.

The member of Senior Management, of whom the complaint has been referred, will conduct a further investigation into the cause of dissatisfaction. Upon cessation of their investigations, the member of Senior Management will communicate directly with the complainant and provide, within 28 working days of the Stage 2 complaint initial acknowledgement, an explanation of their conclusions and a resolution (if appropriate).

As per the condition specified in Stage 1, the duration of the investigation will be dependent on the nature and severity of the complaint and at this stage, the complexity of response required. In some cases the investigation may take longer and in such instances, the complainant will be advised of the revised timescale.

If the complainant continues to remain dissatisfied with the response provided by Senior Management he/she may pursue Stage 3 of the complaint process and submit an appeal. Otherwise the complaint will be deemed to have been resolved.

Stage 3

Any appeal pursued must be done so in line with the Swim Wales Appeals Policy with specific reference to a Stage 2 appeal. All appeals must be received in writing, within 10 working days of receipt of the complaint outcome from Senior Management.

Contact details for Swim Wales

The contact details for Swim Wales are as follows:

Post to: Swim Wales Training & Development Manager, Wales National Pool, Sketty Lane, Swansea, SA2 8QG

Telephone: 01792 513580

Email: swimwales-training@swimming.org

Website: www.swimwales.org

Contact details for the Swim England Qualifications (SEQ)

Post: Swim England Qualifications (SEQ) Responsible Officer, Sport Park, 3 Oakwood Drive, Loughborough, LE11 2UA

Telephone: 01509 640493

Email: courseadmin@swimenglandqualifications.com

Website: <https://www.swimming.org/swimengland/teaching-swimming/>

Monitoring & Review

This policy will be reviewed annually to ensure it remains fit for purpose and reflect the types of conflicts and interests that may arise, and how those conflicts and interests are managed.

The next policy review will take place in March 2021

Swim Wales Training & Development

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