



Complaints Policy

Speedo SwimSquads 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 compliance with regulatory requirements.

Speedo SwimSquads aims to provide an efficient and effective service 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 and individuals are not completely satisfied. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and stakeholders, and in particular responding positively and putting mistakes right.

Policy aim and purpose

Speedo SwimSquads is committed to providing individuals directly affected by our services with the opportunity to provide feedback on whether or not standards have been met. Our customers must have confidence that they will be listened to, therefore all feedback received, both positive and negative, will be acknowledged. All expressions of dissatisfaction received will be treated as a complaint.

The aim of this policy is to provide a clear and structured process which highlights who can make a complaint (the complainant), how they can make a complaint and what Speedo Swimsquads will do to seek a resolution to the complainants satisfaction.

Therefore Speedo SwimSquads aims to ensure that:

- Making a complaint is as easy as possible
- Complaints are treated as a clear dissatisfaction with our service
- The right response is provided, i.e. an explanation, apology or action taken
- Complaints are reviewed to improve service

Definition of a complaint

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by Speedo Swimsquads, a member of its staff or a representative, affecting an individual learner or a group of Learners.

Dissatisfaction may be associated with the service provided or with the way an individual perceives to have been treated by a Speedo SwimSquads member of staff or representative, which may or may not be justified or associated with professional misconduct.

Equality of access and treatment

Through publication of this policy to all Learners who register for ASA courses with us, individuals can access information about 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.

Who can make a complaint?

Complaints can be made by an individual Learner or group of customers (who have received, been adversely affected by or have witnessed the cause of dissatisfaction) or someone acting on behalf of the Learner (referred to as third parties).

Third parties submitting a complaint on behalf of the complainant may only do so with written permission to represent the complainant and their interests. This must be presented to and accepted by Speedo SwimSquads.

In the first instance, complainants wishing to raise dissatisfaction about services provided by the ASA Approved Centre must address their concern directly with the centre- Speedo SwimSquads, only when the individual continues to remain dissatisfied with the outcome should they contact the ASAAB.

How to make a complaint

Informal process

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

Our informal approach aims to resolve the concern quickly, keep matters low key and enable mediation between the complainant and the individual to whom the complaint has been directed.

The cause of dissatisfaction may be resolved immediately; therefore the complainant should contact the Speedo SwimSquads Key Contact for an informal discussion, of which we will aim to resolve the concern by providing an explanation, an apology or another desirable outcome.

If a concern cannot be satisfactorily resolved informally, the formal complaints procedure should be followed. It might be necessary to provide further information to ensure the complaint is fully understood, thoroughly investigated and allow for a comprehensive response to be provided.

Formal process

Stage 1

Formal complaints are submitted in writing and marked for the attention of the Speedo Swimsquads Key Contact, who will assume responsibility for the initial investigation. When submitting a complaint, the complainant must provide the following:

- Name, address and contact information
- Full details of the complaint i.e. the cause of dissatisfaction with operations, actions or behaviour
- All supporting information i.e. relevant documentation, dates, locations, any witnesses
- Details of any previous attempts to resolve the identified dissatisfaction
- What action or response they seek to resolve the dissatisfaction.

The Key Contact will acknowledge the complaint in writing within five working days of receipt, record details on the complaints register and begin investigations into the cause of dissatisfaction. A response, inclusive of explanation and resolution, will be provided within 20 working days of initial complaint acknowledgement. To ensure a fair and thorough investigation, the duration will depend on the nature and severity of the complaint received.

However, as the Key Contact is usually the Tutor for courses, the complaint should also be copied to Vanessa@speedoswimsquads.com as PA to the Swim Director.

Stage 2

The Key Contact will identify an appropriate member of senior management to review the complaint for further investigation. Acknowledgement of further investigation will be provided to the complainant in writing within five working days of receipt of the stage 2 complaint. The complainant will also be notified of the individual responsible for the investigation.

The member of senior management will conduct a further investigation into the cause of dissatisfaction. Upon cessation of investigations, the member of senior management will communicate directly with the complainant and provide an explanation or resolution. This will be communicated to the complainant within 30 working days of receipt of the stage 2 complaint. The duration of further investigation will depend on the nature and severity of the complaint and at this stage, the complexity of the response required. In some cases the investigation may take longer and in such instances, the complainant will be notified of the revised timescale.

If the complainant is not satisfied with the actions of Speedo SwimSquads then the complaint should be referred to the ASA AB and the full complaints or appeals policy will be followed.

Speedo SwimSquads contact.

Key contact 2015- Lesley Murray

office contact – 043549525

email- lesley@speedoswimsquads.com and Vanessa@speedoswimsquads.com

Postal address- SwimSquads P.O. Box 12270 Dubai UAE.

ASA AB contacts.

Telephone: (+44) 01509 640493

Email: awardingbody@swimming.org

Website: www.swimming.org/asa/teaching-and-coaching/asa-qualifications/

Complaints procedure

Where the outcome of a complaint, in the case of a learner, leads Speedo SwimSquads to discover an error in its assessment process, affecting the accuracy of results, we will identify any other learner who may have been affected and mitigate as far as possible the effect of the identified cause. Speedo Swimsquads will in turn review its processes to ensure the identified cause has minimal risk for reoccurrence.

Monitoring and review

This policy and its procedures will be reviewed annually to ensure it remains fit for purpose and reflects the types of complaints that may arise, in accordance with the requirements set out by the ASA AB and ultimately, the qualification regulator, Ofqual. Should the be notified by the ASA AB or the qualifications regulator, Ofqual, of failures that have been identified in the assessment process of another awarding organisation, Speedo SwimSquads will review its own processes to ensure a similar failure will not occur.

The next policy review will take place in January 2017