

Southminster Pool

# Complaints Policy

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## Aims

Southminster pool aims to meet its obligations when responding to complaints from all learners, and others involved in the delivery and assessment of RLSS UK qualifications and awards.

When responding to complaints, we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' desire for confidentiality
- 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.

## Definitions and Scope

A concern is defined as 'an expression of worry or doubt over an issue considered to be important for which reassurance are sought'.

We will resolve concerns through day-to-day communication as far as possible.

A complaint is defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

We intend to resolve complaints informally where possible, at the earliest possible stage.

There may be occasions when complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

## Principles for Investigation

When investigating a complaint, we will try to clarify:

- What has happened
- Who was involved?
- Where this happened
- When this happened
- What the complainant feels would put things right

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 with an explanation for the delay.

We expect that complaints will be made as soon as possible after an incident arises, and no later than 3 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 investigated in a fair manner for all involved.

## Stages of Complaint

### Informal

We will take informal concerns seriously and make every effort to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue.

The complainant should raise the complaint as soon as possible with the relevant member of staff or the Approved Training Centre/Provider (ATC/P) Co-ordinator as appropriate, either in person or by letter, telephone, or email. If the complainant is unclear who to contact or how to contact them, they should contact the ATC/P Co-ordinator.

Southminster pool

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We will acknowledge informal complaints within 5 working days, investigate and provide a response within 3 working days.

If the complaint is not resolved informally, it will be escalated to a formal complaint.

### Formal

The complainant should inform the ATC/P Co-ordinator by email. The email should provide details such as relevant dates, times, and the names of witnesses to the events, alongside copies of any relevant documents. The complainant should also state what they feel would resolve the complaint.

The ATC/P Co-ordinator (or designated member of the Senior Leadership Team) may contact the complainant in person, writing or via telephone, to clarify concerns and seek a resolution.

The ATC/P Co-ordinator (or other person appointed by the ATC/P Co-ordinator for this purpose) will then conduct their own investigation. The written conclusion of this investigation will be sent to the complainant within 3 working days.

## Referring Complaints

If the complainant is still unhappy with the decision given by the ATC/P in reviewing the complaint, they can, where relevant, escalate the matter through to a member of the RLSS UK Compliance Team.

| RLSS UK Contact details |  |
|-------------------------|--|
| <b>Email</b>            | compliance@iql.org.uk  |
| <b>Telephone</b>        | 0300 323 0096  |
| <b>Address</b>          | Royal Life Saving Society<br>Red Hill House<br>227 London Road<br>Worcester<br>WR5 2JG |