

# Complaints Procedure



*May 2018*

*Review Date: May 2021*

## Complaints Procedure

### *Introduction*

in at the deep end Ltd. is committed to giving the best possible service in all areas of the work, but we accept that, from time to time, something may go wrong or you may be unhappy with the service and / or assessment you have received. When this happens we'd like to know in order that we can try to put things right. This document outlines the policies and procedures that we adhere to in the event of a complaint. Should you wish to appeal against an assessment decision please see our 'Assessment Appeals Policy'.

in at the deep end Ltd as a company includes the Training Wave brand. Therefore, throughout all of our policies where we refer to in at the deep end it also applies to any bookings or courses undertaken within the Training Wave brand.

We view complaints as valuable feedback about our service, and will use the feedback to review how we do things, to learn from our mistakes and to improve the service you receive from us. We know that making a complaint can take time and seem daunting. This policy explains how to complain and how we will deal with your complaint.

### *The Principles behind the Complaints Policy*

All companies have a duty to act legally, fairly, responsibly and reasonably. in at the deep end Ltd, must be able to demonstrate, as an organisation, that it follows all these principles in all of its areas of activity. An important part of this is having publicly available procedures for dealing with complaints whether from individuals or organisations.

in at the deep end Ltd are aiming for:

- consistency with current UK best practice in this area
- simplification of procedures to minimise administration and cost
- avoiding duplication of complaint records
- transparent implementation.

### *Contact Details*

The primary contact for complaints with in at the deep end is:  
Mark Mc Nichol  
Managing Director

T: 0800 840 3084

M: 077403-68537

E: [admin@inatthedepend.com](mailto:admin@inatthedepend.com)

PO Box 193  
South Shields  
Tyne and Wear  
NE33 9DS

## *The Complaints Procedure—Stage 1*

Our aim is to resolve complaints quickly and at an early stage. In the first instance you should raise your complaint with the member of staff of that you have been dealing with (this will probably be your course instructor).

Let them know what the problem is, how it happened, and what you'd like us to do to rectify it. You can get in touch with them by telephone, letter or email. Therefore we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course tutor in the first instance. They will do their best to try and find a solution as quickly as possible. This information is unique to each course and tutor and so is too detailed to include here. However, it will be contained within your course hand outs or Induction Pack. If you are unsure of your tutors details please contact us directly via the information on page 2 and we will pass it on for you.

If however you are not satisfied with the response you get, you can go to the next stage of our complaints procedure.

## *The Complaints Procedure—Stage 2*

This stage involves you writing to the company Directors. Where a course has been ran by one of the company Directors, another impartial Director will deal with the complaint. Contact details are included on page 2.

However you choose to contact us, please make sure you tell us about:

- the problem, including what has happened, when it happened, and the background to the problem, if you think it's relevant
- what you or anybody else has done to try and resolve it
- what you would like us to do to put things right.

Whether you send a letter or email it is always advisable to keep a copy. Contact details are included on page 2

When in at the deep end Ltd receive your complaint, we will:

- acknowledge receipt of your complaint within five working days
- advise you of who is dealing with the complaint and how you can contact them should you wish to discuss your complaint

- advise you when you can expect to receive a full response.

The person investigating the complaint will:

- Respond to your complaint within 20 working days of receiving your complaint.

Sometimes, if the complaint is complicated and we need to get answers from different people or different organisations, it may take longer than 20 working days for us to get back to you. If this happens, we will let you know and keep you informed of progress.

Once we have received your complaint, we will investigate the complaint and send you a letter explaining our findings within 20 working days of receiving your complaint. Please note that if you are complaining about a person or a group of people, we have to seek permission from you before copying the complaint material or approaching those complained about to convey the facts of the complaint to those complained against. This is normally in the form of a letter and may lead to increased lengths of investigation.

We will keep you informed of the progress of the investigation if it is longer than anticipated and will also try to keep the investigation to a reasonable timescale.

### *The Complaints Procedure—Stage 3 (Independent Complaint Review)*

Should you not be happy with any decision we have made, then you have the right to contest our decision. If you wish to do this, you must notify us within 10 working days of our response. When asking for a review of your decision, you must tell us why you wish to appeal against the decision and any new information you have which is relevant to your case. We will then pass your complaint to an independent Trainer Assessor or Company Director, who will look at the appropriate information provided, and make a final binding decision. Contact details are included on page 2. This Trainer Assessor or Director will be impartial and independent from the one in Stage 2.

This information will be fed back to you within 15 working days including why the concluding decision, has been taken. Should we expect a final response to exceed 15 days, we will advise you of this as soon as possible, as well as the reasons for the delay.

This is the final route of escalation for complaints regarding to swimming lessons or non Awarding Organisation courses. Should your complaint, however, regard an accredited or branded course you may escalate your complaint via the External Complaints Procedure below.

## *External Complaints Procedure*

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly. in at the deep end use various Awarding Organisations and their contact details are all available in the 'Awarding Organisation's' overleaf. Your trainer can make you aware of which Awarding Organisation your qualification is being certified with if necessary.

Should you address your complaint to the Awarding Organisation and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator, if appropriate. Either a representative of in at the deep end Ltd or the Awarding Organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

## *GDPR Specific Complaints*

Data subject(s) lodging a complaint with the in at the deep end's Data Protection Officer (DPO) are able to do so by contacting us via the company website, and/or via email direct to the Data Protection Officer (DPO) as published on the company website.

Complaints received via the this format are directed to the Data Protection Officer (DPO) for resolution.

Complaints are to be resolved within one calendar month.

Appeals on the handling of complaints are to be resolved within three months.

If in at the deep end fails to act on a data subject's access request within one month, or refuses the request, we will set out in clear and plain language the reasons it took no action/refusal. in at the deep end will also inform the data subject(s) of their right to complain directly to the supervisory authority. In doing so, in at the deep end provides the data subject (s) with the contact details of the supervisory authority and informs them of their right to seek judicial remedy.

# in at the deep end



**Tel. 0800 840 3084**

Email: [admin@inatthedepend.com](mailto:admin@inatthedepend.com)

Website: [www.inatthedepend.com](http://www.inatthedepend.com)

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## *Awarding Organisations*

### **Highfield Qualifications**

Web: [www.highfieldqualifications.com](http://www.highfieldqualifications.com)

Tel: 0845 226 0350

### **Swimming Teachers Association**

Web: [www.sta.co.uk](http://www.sta.co.uk)

Tel: 01922 645 097

### **RLSS / IQL UK**

Web: [www.rlss.org.uk](http://www.rlss.org.uk)

Tel: 0300 3230 096

### **Qualsafe Awards**

Web: [www.qualsafeawards.org](http://www.qualsafeawards.org)

Tel: 01274 38 1414

## *Monitoring and Review*

We will monitor all of the feedback that we receive in relation to the issues affected by the Policy and will amend the policy as necessary.

The Policy will be updated with any amendments to existing legislation or new legislation.

In any event, all policies are reviewed annually although updates to versions etc. will only take place every three years should there be no other changes to the policy.

## *Document Owner and Approval*

The Data Protection Officer (DPO) is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the review requirements stated above.

A current version of this document is available to all members of staff on BaseCamp.

This policy was approved by the Company Directors on 2nd March 2018 and is issued on a version controlled basis under the signature of Managing Director.

<b>Date</b>	<b>Version</b>	<b>Author/Contributor</b>	<b>Amendment Details</b>
December 2016	1.00	Mark Mc Nichol	Implementation
December 2017	2.00	Mark Mc Nichol	Addition of GDPR
May 2018	2.10	Mark Mc Nichol	Addition of Training Wave branding