

## **Complaints Policy**

### **Procedure for a Complaint against a Tutor**

This procedure relates to aspects connected to the delivery of a course leading to a Scottish Swimming certificate. The procedure for an appeal against the assessment decision can be found in the appeals procedure.

Complaints dealt with under this procedure will relate to all aspects of delivery and will include areas such as:

- Ineffective delivery by the Tutor
- Omission in respect of the syllabus to be covered
- Inappropriate activities by the Tutor including any behaviour which may cause concern or offence
- Irregularities in the way in which the course is delivered or assessed.

Complaints may be made during a course or at the end. In the case of the latter this must be received by Scottish swimming within 28 days of the completion of the course.

The first stage in the complaints procedure is to the Course Organiser and should be made in writing stating clearly the nature of the complaint. The letter should be dated and signed and a copy sent to the Education Manager at Scottish Swimming. If the Course Organiser is also the Tutor then the complaint should be sent direct to the Education Manager. If it is not appropriate or possible for the complainant to approach the Course Organiser then the complaint should be sent directly to the Education Manager.

The Course Organiser is required to respond to the complaint within 10 working days with a copy to the Education Manager.

If the complainant is not satisfied with the outcome of the complaint to the Course Organiser, the complaint should be forwarded to the Education Manager for consideration and response.

If the complainant is not satisfied with the outcome of the complaint to Scottish Swimming the correspondence will be forwarded to the Director of Coaching and Development for consideration and response. The Director of Coaching and Development will be the final means of complaint within the Training Provider.

## **Procedure for a Complaint against the Training Provider (Scottish Swimming)**

Complaints relating to the Training Provider functions are dealt with as follows:-

Stage 1: Complaint received and acknowledged by the Education Manager.

Stage 2: Education Manager investigates complaint and provides the complainant with a formal response.

Stage 3: If the response is accepted by the complainant the correspondence is retained on file for a period of 5 years.

Stage 4: If complainant does not accept the response from the Scottish Swimming Education Manager the complaint will be forwarded to the Director of Coaching and Education for attention.

Stage 5: The Director of Coaching and Education will investigate the complaint and provide a formal response.

Stage 6: If the response is accepted by the complainant the correspondence is retained on file for a period of 5 years.

Stage 7: If the complainant does not accept the response from the Director of Coaching and Education the complaint will be forwarded to the Chief Executive Officer. The Chief Executive Officer will be the final means of complaint within the Training Provider.

**NB** Any discrepancies in the response provided at any stage in the Training Provider process will be discussed by all parties as part of the complaints review process in order to clarify areas of apparent disagreement.