

LIFEGUARDING & LIFESAVING TRAINING

COMPLAINTS HANDLING POLICY

Our policy

Lifeguarding & Lifesaving Training is committed to providing the highest levels of care to all our customers. If you are in any way dissatisfied with our service then please let us know as soon as possible. This will help us to continually improve our service to you.

What to do if you have a complaint

Please contact us detailing the nature of your complaint. We would ask you to provide your contact details and indicate your preferred method of communication, e.g. telephone, email.

Our complaints procedure

- Complaints can be made by letter, fax, email or telephone.
- We will acknowledge receipt of your complaint, using your preferred method of communication within three working days.
- We take all complaints seriously and aim to address your concerns thoroughly, promptly, and politely.
- Complaints should normally be directed to your Course Tutor, in order to allow them to explain what actions have been taken and to help resolve your concerns. If you prefer, you may ask for the name of the Approved Training Centre Coordinator and direct your complaint to them.
- We aim to resolve all customer complaints as quickly as possible. The length of time taken to do so will depend on the issues involved. If it is not possible to reach a prompt conclusion, we will contact you with an explanation.
- Any correspondence will be treated in confidence. An exception will be made in the event that a third party is implicated by your complaint and we need to discuss the details of your issue with them in order to reach a satisfactory conclusion.
- We aim to resolve all our customer complaints internally. If, however, you are not satisfied with the outcome of our complaints procedure, then please contact the Royal Life Saving Society (01789 773994) who will be able to help further.

Complaint logging form/screen

Key Details required

Raised by	Course Tutor
Date	Date and time received
Complaint Code	Classification of complaint type TBD
Complaint Reference No.	To be confirmed by Approved Training Centre Coordinator
Complainant Name	Complainant Name
Complainant Address	Complainant Address
Complainant Contact number	Complainant Contact number
Course Booked	Name & Date of course
Complaint Heading	Nature of complaint
Description	Description of complaint – details
Priority	Complaint priority 1 – urgent 2- non-urgent
Acknowledgement	Date letter sent
Assigned to	Approved Training Centre Coordinator
Corrective action/resolution	Details of findings and proposed solution

Resolution confirmed by	Date and owner
Customer Contacted	Date and owner
Customer Followed up	Date and owner
Key Issues identified	
Long term actions required	
Issues and actions accepted – Lifeguarding & Lifesaving Training	Date and owner

Acknowledgement letter

Dear

Thank you for contacting us today with your complaint.

We take all complaints seriously and will do everything we can to resolve this as fairly and as quickly as possible.

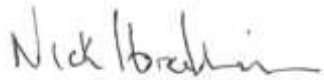
We aim to respond to you within 3 working days with a suitable resolution.

Should you need to contact us again regarding this matter, your reference number is xxxxxxxx.

I look forward to reaching a suitable resolution to this matter.

Thank you for taking time to raise this with us.

Yours sincerely

A handwritten signature in black ink that reads "Nick Ibrahim". The signature is written in a cursive style with a long horizontal stroke at the end.

(Approved Training Centre Coordinator)
Lifeguarding & Lifesaving Training