



Complaints Policy

1 Purpose

- 1.1 Scottish Academy of Swimming is committed to delivering a high standard of service to all customers and stakeholders.
- 1.2 We strive to maintain quality assurance standards that comply with regulatory requirements. While we take every care to meet expectations, we acknowledge that there may be occasions where we fall short. In such cases, we encourage you to raise your concerns promptly so we can address them, respond positively, and rectify any mistakes.

2 Policy Statement

2.1 Commitment

- A. We are committed to fairness, equality, and transparency in handling complaints. Feedback - positive or negative - is welcomed from anyone directly affected by our services.
- B. We aim to ensure customers have confidence that their views will be listened to and acted upon appropriately.
- C. All complaints will be acknowledged within 7 working days.
- D. Any expression of dissatisfaction will be treated as a formal complaint.

2.2 Objectives

- A. Our complaints process is designed to:
- B. Provide a clear and straightforward procedure for raising concerns.
- C. Ensure complaints are handled promptly, fairly, and efficiently.
- D. Deliver resolutions that meet the complainant's expectations where possible (e.g., explanation, apology, corrective action).
- E. Review complaints as part of our quality assurance process to improve services.

2.3 Principles

- A. We aim to ensure:
- B. The process is easy to follow and responsive.
- C. All complaints are treated as dissatisfaction with our service.
- D. Resolutions are courteous, consultative, and transparent.
- E. Outcomes are communicated clearly and promptly.



3 Complaints Procedure

3.1 Everyone has the right to raise a complaint. This policy outlines:

- A. How to raise a complaint
- B. Who to contact
- C. Expected timescales
- D. How and when you will be informed of the outcome

3.2 Informal Process

- A. Most concerns can be resolved quickly and informally.
- B. Contact the relevant manager directly for an informal discussion. They will aim to mediate and resolve the issue promptly.
- C. If the matter cannot be resolved informally, the formal process should be followed.

3.3 Formal Process

- A. If you are not satisfied with the informal resolution:
- B. Submit your complaint via email to: Its@academyofswimming.com
- C. We will acknowledge receipt within 7 working days.
- D. A senior manager will be assigned to review and investigate the complaint. You will be informed of who is handling your case.
- E. The investigation will be thorough and fair. Timescales may vary depending on complexity, but we will keep you updated if delays occur.
- F. Upon completion, you will receive a clear explanation of the outcome and any actions taken.

4 Timescales

4.1 Acknowledgement: Within 7 working days.

4.2 Investigation: As soon as possible, depending on complexity.

4.3 Updates: If resolution takes longer than expected, revised timescales will be communicated.