



BG&G Training Complaints Procedure

We adopt a proactive approach to resolving any complaint to the satisfaction of the customer. To ensure that this happens as efficiently as possible, the following steps should be taken.

Resolution by Tutor (Informal)

Should a learner have a complaint of any nature, this should first be taken up with the Tutor, in private if necessary verbally, who should try to resolve the problem immediately.

Resolution by the Training Centre (Formal)

If a satisfactory outcome is not achieved with the Tutor, then the problem should be brought to the attention of the Training Centre (B&G) in writing by email to either M Davis or D Bushen, together with any supporting evidence. BG&G will acknowledge receipt of the complaint within 2 working days and investigate the complaint immediately if necessary and, in any case, within one week. The complainant will be informed of the results of the investigation within a reasonable time frame but no longer than 28 days and any action plan that has been put into force to rectify the situation (or prevent a future reoccurrence).

Resolution by the Awarding Organisation (Formal)

If you do not feel that your complaint has been dealt with to your satisfaction by the Training Centre, your grievance can be investigated by the awarding body who will acknowledge receipt of your communication within 7 working days.

They will follow the procedure and time frames in the STA Complaints policy in force at that time <https://www.sta.co.uk/policies/the-swimming-teachers-association-complaints-policy/>

Confidentiality and Whistleblowing

It is always preferable to disclose your identity but if you wish to remain anonymous we will not disclose your details, if we need to disclose to a third party we will discuss this with you first. However we may need to disclose your identity in the following cases even if it is against your wishes to: the police, fraud protection agencies, other law enforcement agencies, the courts, and any other person we are required by law to disclose your identity.

Policy review

This policy will be reviewed annually as part of the BG&G self-evaluation arrangements to improve the complaints handling process