

Gravesham Life Saving Club Complaints Procedure – November 2020

Introduction

This policy is designed for candidates who have enrolled on any course or renewal at Gravesham Lifesaving Club within the Approved Training Centre (ATC). It details the procedure to follow when making a complaint.

Gravesham Lifesaving Club value candidate feedback and would like to be made aware of instances where our level of service has not met expectations.

All complaints will be taken seriously and dealt with in strict confidence until a resolution has been concluded. Candidates will not be disadvantaged by making a complaint.

Procedure for Complaints

- The complaint should be submitted to the Andrew Fooks in writing with supporting evidence where possible.
- Written correspondence can be sent through email to andy.fooks@hotmail.co.uk or a letter addressed to Andrew Fooks, 52 Britannia Drive, Gravesend, Kent, DA12 4RR.
- The complaint shall be reviewed initially by Andrew Fooks. A confirmation email will be sent within 21 days to confirm that the complaint has been received; we then aim to fully respond to all complaints within two weeks.
- Where deemed appropriate, the complaint and any action taken will be reported to IQL UK.

If candidates do not feel that their complaint was dealt with appropriately by the Approved Training Centre/Provider, they can forward their complaint to IQL UK via mail@iql.org.uk.

Review arrangements

Gravesham Lifesaving Club will review the policy annually and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation.

If you would like to feedback any views, please contact us via the details provided below.

Andrew Griggs, 24 Darnley Street, Gravesend, Kent, DA110PJ or e-mail graveshamlsc@hotmail.com.