

Complaints Procedure

A Complaint against a Tutor/Assessor

This procedure relates to aspects connected to the delivery of a course leading to a SI certificate. Complaints dealt with under this procedure will relate to all aspects of delivery and will include areas such as:

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

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

If the complainant is not satisfied with the outcome of the Swim Ireland Training, all correspondence should be forwarded to the SI Awarding Body for consideration and response.

If the complainant is not satisfied with the outcome of the complaint by SI Awarding Body, the Awarding Body will establish an appeal panel to consider all the evidence.

The appeals panel will be the final means of complaint within the Awarding Body.

A Complaint against the Awarding Body

Complaints relating to the awarding body functions are dealt with as follows:

- Stage 1 - Complaints received and acknowledged by the Awarding Body. Copy of complaint and acknowledgement provided to the Education Manager
- Stage 2 - Awarding Body investigate 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 3 years.
- Stage 4 - If complainant does not accept the response from the Awarding Body the complainant will be forwarded to the Director of Education and Development for attention.
- Stage 5 - Director of Education and Development 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 3 years.

- Stage 7 - If the complainant does not accept the response of the Director of Education and development, the complaint will be forwarded to the Education Appeals Panel. The Education Appeals Panel will be the final means of complaint within the Awarding Body.