

Education Complaints Policy

Swim Ireland is committed, in its service provision, to offer standards of the highest quality while aiming to comply with all regulatory requirements.

Whilst every care is taken to ensure high quality standards, we acknowledge that there may be occasions where we fall short of expectations and individuals are not completely satisfied. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and stakeholders and, in particular, responding positively and putting mistakes right.

For every course, Swim Ireland will:

Provide a clear and structured process which highlights how a learner can make a complaint and, if it is not resolved satisfactorily, take the next steps to escalate the complaint further.

Swim Ireland will ensure that:

- Making a complaint is as easy as possible
- Complaints are treated as a clear dissatisfaction with our service
- The right response is provided, i.e. an explanation, apology and/or action taken
- Complaints are reviewed to improve service

How to make a complaint

Informal process

Swim Ireland recognise that learners who are dissatisfied will want a problem to be addressed as quickly as possible, especially when on an educational course where their main intent is to learn.

Firstly, an informal approach will be taken to try and resolve the concern quickly, keeping matters low-key and enabling mediation between the complainant and the individual to whom the complaint has been directed. For this to happen, the complainant is encouraged to talk to the Tutor.

For a reasonable outcome to be achieved an explanation, an apology or another desirable outcome may be required.

For review and evaluation, and to reduce the chances of another similar complaint happening, it is suggested that a note of the informal discussion is made by the Tutor including the time, date and location of the discussion.

If a concern cannot be satisfactorily resolved informally, the formal complaints procedure should be followed.

Formal process

Stage 1

Formal complaints are to be submitted using the Swim Ireland Complaint Form, placed in a sealed envelope and marked for the attention of the 'Swim Ireland Education Complaints Panel', who will assume responsibility for the initial investigation.

The Panel will acknowledge the complaint in writing within five working days of receipt, record details on the complaints register and begin investigations into the cause of dissatisfaction.

A response, inclusive of explanation and resolution, will be provided within 28 working days of initial complaint acknowledgement. To ensure a fair and thorough investigation, the duration will depend on the nature and severity of the complaint received.

If there is still not a satisfactory outcome received then further investigation will be required.

Stage 2

The Swim Ireland Education Complaints Panel will identify an appropriate member of Swim Ireland Senior Management to review the complaint for further investigation.

Acknowledgement of further investigation will be provided to the complainant in writing within five working days of receipt of the stage 2 complaint. The complainant will also be notified of the individual responsible for the investigation.

The chosen member of Senior Management will conduct a further investigation into the cause of dissatisfaction. Upon cessation of investigations, the member of Senior Management will communicate directly with the complainant and provide an explanation or resolution. This will be communicated to the complainant within 30 working days of receipt of the stage 2 complaint.

The duration of further investigation will depend on the nature and severity of the complaint and, at this stage, the complexity of the response required. In some cases the investigation

may take longer, and in such instances, the complainant will be notified of the revised timescale.

Review

Where the outcome of a complaint leads Swim Ireland to discover areas for change, Swim Ireland will endeavour to make the required amendments to ensure the complaint, or similar complaint, does not reoccur. If required, relevant communications will be sent to any other learner who may have been affected to mitigate, as far as possible, the effect of the identified cause.