



**Splash Into Swimming**  
Turn Your Splashing Into Swimming

# Complaints Procedure for Splash into Swimming

## 1. Introduction

At Splash into Swimming, we are committed to providing high-quality services to all our customers. We recognise that there may be occasions when individuals are dissatisfied with our services or have concerns they wish to raise. This Complaints Procedure outlines the steps to be followed in the event of a complaint and our commitment to resolving complaints promptly and fairly.

## 2. Definition of a Complaint

A complaint is defined as an expression of dissatisfaction with our services, conduct, or actions that require a response.

## 3. Informal Resolution

We encourage individuals to resolve issues informally whenever possible. If you have a concern or complaint, please raise it with the relevant staff member or the manager in charge at the time. They will make every effort to address your concerns and find a satisfactory resolution.

## 4. Formal Complaint Procedure

If the issue cannot be resolved informally, or if you are not satisfied with the outcome of informal resolution, you may submit a formal complaint using the following procedure:

### Step 1: Submission of Complaint

Submit your complaint in writing to the manager of Splash into Swimming. Include details of the nature of your complaint, relevant dates, names of staff involved (if applicable), and any supporting evidence.

You can submit your complaint via email to [info@splashintoswimming.co.uk](mailto:info@splashintoswimming.co.uk) or in person at the pool. If submitting in person, please ask for a receipt as proof of submission.

## Step 2: Acknowledgement

Upon receipt of your complaint, the manager will acknowledge it within 3-5 working days. The acknowledgment will confirm receipt of your complaint and outline the next steps in the process.

## Step 3: Investigation

The manager will conduct a thorough investigation into your complaint, gathering relevant information and speaking with staff members or other parties involved, if necessary.

## Step 4: Response

Following the investigation, the manager will provide a written response to your complaint within 28 working days. The response will outline the findings of the investigation, any actions taken as a result, and any proposed resolution or remedial measures.

## Step 5: Appeal

If you are not satisfied with the response provided by the manager, you may request an appeal. To do so, you must submit a written request for an appeal within 14 working days of receiving the manager's response.

Appeals will be reviewed, and a further review of the complaint will be carried out before providing a final written response within 14 working days.

## 5. Confidentiality and Data Protection

All complaints will be handled confidentially and in accordance with data protection legislation. Information provided as part of the complaints process will only be used for the purpose of investigating and responding to the complaint.

## 6. Review

This Complaints Procedure will be reviewed annually to ensure it remains effective and up to date.

## 7. Contact Information

For any inquiries or assistance regarding the complaints procedure, please contact:

Marion Bryant  
Splash Into Swimming

[info@splashintoswimming.co.uk](mailto:info@splashintoswimming.co.uk)

07707 368548

## 8. Review Date

This Complaints Procedure was last reviewed on 15<sup>th</sup> April 2024. It will be reviewed again on or before 15<sup>th</sup> April 2025.

Signed:

A handwritten signature in black ink, appearing to read 'M Bryant', with a horizontal line extending to the right.

Marion Bryant  
Owner of Splash into Swimming  
15<sup>th</sup> April 2024