

Complaints Policy

Document Number: IOSPOL004	Date of Issue: 1 st December 2014	Version: 5	
Owner: Quality Intervention Officer (QIO)	Manager: Quality Manager (QM)	Date of previous review: 7 th November 2019	Date of next review: 1 st October 2020

Making a complaint

In the event that a learner/customer wishes to make a complaint to the Institute of Swimming, it should be done so in writing within three calendar months of the completion of the programme. Complaints must be made in writing and sent to iosqualityteam@swimming.org.

Resolving a complaint

The QIO will acknowledge complaints within two working days of receipt and will respond in full within 28 days of receipt. If a complaint is expected to take longer than 28 days to resolve, a member of the Quality Team will contact the complainant to explain timescales.

If the outcome of the initial complaint is deemed unsatisfactory by the complainant, the complaint can be escalated to the QM. The QM will acknowledge receipt of the escalation within two working days and aim to respond fully to the complainant within 28 days. The decision at this point will be considered final.