

Complaints Procedure – IQL Sample

Introduction

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

Greg lent Aquatic Services 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 Approved Training Coordinator in writing with supporting evidence where possible.
- Written correspondence can be sent through email to the Approved Training Coordinator or a letter addressed to greg@gregient.com
- The complaint shall be reviewed initially by the Approved Training. A confirmation email will be sent within 48 hours to confirm that the complaint has been received; we then aim to fully respond to all complaints within 72 hours.
- Where deemed appropriate, the complaint and any action taken will be reported to IQL. Serious complaints will be sent to IQL immediately.

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 via mail@iql.org.uk .

When making a complaint a candidate should contact the ATC/P and provide their full name, contact details including a daytime telephone number along with:

- a full description of your complaint (including the subject matter and dates and times if known)
- any names of the people you have dealt with so far
- copies of any papers or letters to do with the complaint

Confidentiality and whistle blowing

Sometimes a complainant will wish to remain anonymous. Sometimes a person making an allegation of malpractice or maladministration may wish to remain anonymous. It is always preferable to reveal your identity and provide us with your contact details. However, if you are concerned about possible adverse consequences that may occur should your identity be revealed to another party, then please inform us that you do not wish for us to divulge your identity and we will work to ensure your details are not disclosed.

We will always aim to keep a whistle blower's identity confidential where asked to do so although we cannot guarantee this. We may need to disclose your identity should the complaint lead to issues that need to be taken forward by other parties. For example:

- the police, fraud prevention agencies or other law enforcement agencies (to investigate or prevent crime, including fraud)
- the courts (in connection with any court proceedings)
- other third parties such as the regulator Ofqual

Please see our Malpractice and Maladministration policy for further information.

Review arrangements

Approved Training Coordinator 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.

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