Emily Frances Little Star Swimming School Complaints Procedures 2013

If you are in anyway dissatisfied with the service provided please put your complaint in writing to enable us to fully address the issues that you raise.

Please write to:

Emily Frances Little Star Swimming School, PO BOX……

Receipt of Complaint

We will only deal with complaints in writing and from the complainant; we cannot deal with third party complaints. If a complaint is not in writing or from a third party we will write to inform the complainant and the timetable will not start.

Receipt of Complaint in Writing

Within 7 days we will:

* Acknowledge the complaint and indicate actions to be taken and time line
* Open a complaints file
* Determine the severity of the complaint and take one of the following actions:

Child protection issue:

* Suspend the staff member and discuss with the staff member advising of the actions taken, and seek a full explanation, inform the STA and the appropriate authorities.

Serious or repeated failings in teaching or assisting the teacher adequately:

* Suspend the teacher/teaching assistant and discuss with them advising of the actions taken seeking a full explanation

General complaint about a course:

* Talk to the teacher seeking a full explanation. Copies of the letter will be placed in tutor’s file, the course file and the Registration department advised

Receipt of Response from Defendant

We will expect a full response within 14 days

1. The complaint

2. Our standard letter

3. The response

4. A copy of the complaint form

5. Teacher/Assistant Feedback Form

6. Parent Feedback Forms

7. Any other relevant information

Initial Deliberations

Within 14 days the Emily Frances Little Stars Swim School will discuss the documents and agree on a course of action, which will be:

* If the STA/other appropriate services are involved follow their complaints procedures, and allow them to carry out their investigations without restriction.
* Have an internal investigation in to the complaint and have a firm but fare outcome.