

Complaint against a Tutor / Trainer / Assessor or against SwimBag as a Training Provider or Company

1. This procedure relates to aspects connected to the delivery and assessment of courses. And also, for the way our company conducts business. Should a Learner or Client feel that they have been unfairly treated with regards to an act or omission on the part of the Tutor, such as
 - Ineffective delivery by the Tutor / Trainer
 - Omission in respect of the syllabus to be covered
 - Inappropriate activities by the Tutor / Trainer including any behaviour which may cause concern or offence
 - Irregularities in the way in which the course has been organised, delivered or assessed
2. The following procedure should be adopted
 1. Consider discussing the matter with the Tutor / Trainer / Representative or other SwimBag personnel
 2. If still dissatisfied, raise a formal written complaint using the attached form within 28 days from the end of the course.
 3. A signed copy of the complaint should be sent to the Trainer and also to SwimBag's Head Office for the attention of the Director of Training.
 4. If as a result of the Trainer's response the complainant is not satisfied, the Director of Training at SwimBag will investigate the matter further.
 5. If the complainant is still not satisfied, they can escalate the complaint to the appropriate Awarding Organisation for consideration and response. The contact details for each AO are listed on our website. <https://www.swimbag.com/resources>

In all cases it is expected that copies of all forms be supplied to SwimBag's Head Office for the attention of the Director of Training and that written responses from all parties i.e. Trainer, Internal Verifier, SwimBag's Head Office and the complainant be made within 10 working days of receipt of correspondence.

Contact details

3. All queries concerning this policy statement should be addressed to:

The Training Director, SwimBag Limited, 29 Redbridge, Peterborough, PE4 5DP Tel: 01733 321399, Email: trainingdirector@swimbag.com

Review

4. This document was last reviewed on 20/10/22
- A P Longland, Training Director SwimBag Limited