

Complaints Policy



Purpose

Safety Training Awards (STA) is committed to providing an efficient and high standard of service to all. We are continually working to achieve this level of service by operating in line with an internal quality management system.

STA take every care to ensure we are delivering a high standard of service but are aware that there may be occasions that we do not meet both yours and our expectations, in this instance please raise your concerns with us immediately so we can address them, respond positively, and rectify any mistakes made.

Policy

Safety Training Awards is committed to promoting fairness and equality of treatment to all. We welcome positive or negative feedback from any individual that has been directly affected by our services. We strive to think our members and learners have confidence that we will listen to their views and act upon them accordingly. All written correspondence will be acknowledged by us within 7 working days, any dissatisfaction received will be treated as a complaint.

Our aim is to provide our members and learners with a clear, precise process to follow when they feel the need to make a complaint and effectively communicate the process Safety Training Awards will follow to resolve the complaint.

We aim to ensure:

- The complaints procedure is an easy process to follow and is prompt and efficient
- All complaints are treated as a dissatisfaction with our level of service
- The resolution is to the complainant's satisfaction (explanation, apology, action taken) and our staff when dealing with the complaint are courteous, consultative, and responsive
- Complaints and feedback received is reviewed in line with our quality management standards to help improve our products and services.

Everyone has the right to raise a complaint so this policy will define the stages and procedures that need to be followed, guidance is as follows:

- The process you need to follow to raise a complaint
- The appropriate person who this should be directed to
- The timescales for the complaint to be investigated
- How and when you will be notified of the outcome.

Safety Training Awards will not accept a complaint under this policy in relation to the following:

- If the complaint relates to any assessment decision or course results please refer to our enquiries and appeal policy, which can be found on our website
- Any form of maladministration or malpractice, this will be dealt with under our maladministration and malpractice policy, which can be found on our website.

Approved Training Centre Responsibilities

ATCs should take all reasonable steps to ensure that their staff involved in the management, assessment and quality assurance of STA qualifications, and their learners, are aware of the contents of this document. ATCs are required to have a complaints and an appeals procedure in place to deal with complaints from learners about the services provided and / or decisions made by an ATC. ATCs are required to report to STA without delay any complaints that they receive relating to:

- Equality in the delivery of qualifications
- The processing of personal data or compliance with data protection legislation
- The integrity of the qualifications or their award
- Any matter that may give rise to a potential Adverse Effect (as defined by the regulators).

Raising Concerns and Making Complaints

All individuals can access the information about our complaint's procedures through our website www.safetytrainingawards.co.uk or can request a copy by contacting us. When communicating with us we are committed to providing equal opportunities for all.

Tutors, Assessors, and IQAs may raise a complaint directly to Safety Training Awards by following this policy.

Approved Training Centres (ATCs) are responsible for ensuring that there are arrangements in place to support the effective delivery and assessment of STA qualifications. If you have attended a course and are dissatisfied with the service or you are seeking a refund of your course fee you must firstly try to resolve this matter with the ATC Co-ordinator. Learners must have exhausted the ATCs complaints policy before raising a complaint with Safety Training Awards.

STA may request evidence that the ATCs complaints policy has been exhausted prior the complaint is escalated. All complaints must be made in writing within calendar one month of the final outcome of the ATCs appeals process, following the complaints procedure outlined below. Complaints received outside of these timescales will not be investigated other than in exceptional circumstances.

If a complaint relates to a staff member of the STA, you should in the first instance try to resolve the issue directly with that member of staff. If this is not possible/appropriate, or if you are not satisfied or you consider that a more formal approach is appropriate then you should follow the complaints procedure below. If a complaint is made which relates to or is connected with the substance or management of an appeal and / or malpractice investigation, and either the appeal or malpractice investigation is ongoing or the content of the complaint is substantially similar to that of an appeal or malpractice investigation (as determined by STA), then the appeal or malpractice investigation will take precedence in terms of hearing and timing. The processes will not run alongside each other and the appeal/malpractice investigation will be given priority. All complaints must be made in writing within one calendar month of the event occurrence following the complaints procedure outlined below. Complaints received outside of these timescales will not be investigated other than in exceptional circumstances.

Please note, Safety Training Awards do not offer refunds for courses organised by ATCs, please contact the ATC Centre Co-ordinator directly to discuss your concern / complaint prior to contacting us. If you are not happy with the ATCs response then please contact Safety Training Awards for further advice.

A complaint can be raised by an individual, a group or a third party who is acting on behalf of someone else. If a third party is submitting a complaint on behalf of someone else, they will need written

permission from the complainant along with the written complaint attached, this should then be presented to Safety Training Awards for acceptance.

Once Safety Training Awards have received a complaint an acknowledgement will be sent within 7 working days. The complaint will be reviewed in line with our policies and procedures and where necessary an investigation will be conducted. To ensure a fair and thorough process is followed the duration of the investigation will depend on the nature and severity of the complaint we receive at this stage, or the complexity of the response required. We do aim to provide this as soon as the outcome is available or within a maximum of 28 days. Should the investigation into the complaint take longer, the complainant will be informed prior the 28-day deadline.

How to Make a Complaint

Informal Process

We understand that most individuals who are not satisfied with a service would like it addressed and dealt with as soon as possible, therefore an informal process would be far more appropriate.

An informal process will be more efficient resolving complaints quickly by mediating between who is responsible for the dissatisfaction and the complainant. The complaint may be resolved immediately following this process, so we encourage our members and learners to contact us directly for an informal discussion if they have a complaint that needs to be resolved to achieve the desirable outcome.

If a complaint cannot be resolved informally then the formal complaints procedure should be followed. We may require further information from the complainant to ensure we fully understand what the complaint entails, we will investigate accordingly to achieve the best outcome.

Formal Process

Stage 1

If the complainant is not satisfied with the outcome from the informal process the dissatisfaction should be submitted in writing to Safety Training Awards via the Safety Training Awards Complaint Form.

Once we have received this information, we will acknowledge receipt to the complainant within 7 working days and an investigation to resolve the dissatisfaction will commence.

Safety Training Awards will identify an appropriate manager to review the complaint for further investigation and the complainant will be notified of the individual responsible for this. The member of management will conduct a further investigation into the complaint, upon completion of the investigation they will communicate and notify the complainant and provide them with an explanation or resolution.

To ensure a fair and thorough process is followed the duration of the investigation will depend on the nature and severity of the complaint we receive at this stage, or the complexity of the response required. We do aim to provide this as soon as the outcome is available or within a maximum of 28 days of receiving the stage 1 complaint. In some cases, this may take longer to conclude the complaint with an outcome, in these instances the complainant will be notified of revised timescales.

If the complainant remains dissatisfied with the outcome from the manager's investigation the next steps to pursue are stage 2 of the complaint's procedure.

Stage 2

If the complainant is not satisfied with the outcome from the stage 1 complaints process, they are able to request a review of the complaint by a senior manager. This must take place within 14 days of the outcome of the original complaint and must be submitted in writing. The senior manager will determine if appropriate procedures were followed and the complaint was answered fully, if there is new evidence submitted in support of the complaint this will also be reviewed. Following review, we shall aim to notify the complainant in writing as soon as possible of the outcome, within a maximum of 28 days.

If the complainant remains unsatisfied with the final response, they may then refer the complaint to the appropriate Regulatory Authority i.e. Ofqual (England), Qualifications Scotland Accreditation (Scotland) or Qualifications Wales (Wales). If the complaint relates to delivery by a school or public leisure centre in Scotland, the complaint could also be referred to the Scottish Public Service Ombudsman. Please see below for the relevant contact details.

Monitoring and Review

Safety Training Awards are committed to continual improvement, all complaints received by Safety Training Awards are reviewed to prevent reoccurrence, to improve the suitability and effectiveness of our policies and procedures and to contribute to the development of qualifications that are fit for purpose and meet individual needs.

Safety Training Awards contact details

Safety Training Awards (STA), Anchor House, Birch Street, Walsall, West Midlands, WS2 8HZ

Tel: 01922 645097

Opening Hours: Monday to Friday 8.00-16.00

Website: www.safetytrainingawards.co.uk

Email: enquiries@safetytrainingawards.co.uk

Regulators Contact Details

Ofqual (England)

Complaints

Ofqual, Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH

Tel: 0300 303 3344. The phone line is open on weekdays from 9am to 5pm except bank holidays.

Website: <https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

Email: complaints@ofqual.gov.uk

Qualifications Scotland Accreditation (Scotland)

Complaints Team,

The Optima Building, 58 Robertson Street, Glasgow, G2 8DQ

Tel: 0345 213 5249

Website: <https://accreditation.qualifications.gov.scot/>

Email: complaints@qualifications.gov.scot

For complaints relating to schools or public leisure centres in Scotland a complaint can be raised with the Scottish Public services Ombudsman as follows:

SPSO

Freephone advice line: 0800 377 7330

Website: www.spsso.org.uk

Online contact form: www.spsso.org.uk/contact-form

You can fill in our complaints form online at www.spsso.org.uk/complain/form

Post: SPSO, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS

Qualifications Wales (Wales)

Qualifications Wales, Q2 Building, Pencarn Lane, Imperial Park, Coedkernew, Newport, NP10 8AR

Tel: 01633 373 222

Website: <https://www.qualificationswales.org/english/>

If you wish to make a complaint, please email: enquiries@qualificationswales.org and title your email 'Complaint'.

Safety Training Awards Complaint Form

Prior to making a complaint, you are advised to read the STA Complaints Policy which is available on our website; <https://www.sta.co.uk/policies/the-swimming-teachers-association-complaints-policy/>

Contact Details

Name	
Address	
Email	
Contact number	
Organisation (if applicable)	
Position (if applicable)	
Complaint Details	
Nature of complaint: (please give details as fully as possible to describe why you are making the complaint, including the names and job role of the individuals involved)	
Dates: (please provide all relevant dates)	

Who else might be or has been affected?	
What effect or potential effect might this have on others?	
Is there any other information you wish to provide?	
Desired outcome from the complaint (please state your preferred action(s) as a result of this complaint)	

Please ensure to submit all relevant evidence with the Complaints Form.

Declaration

I confirm that to the best of my knowledge, the information I have provided is a true and accurate description of the complaint:

Full Name:	
Signature:	
Date:	