



# Complaints Policy

## Introduction

Survive and Save Training is committed to providing quality service to all its customers.

If you are not entirely satisfied with any aspect of the service you have received from Survive and Save Training, we want you to tell us about it.

## Scope of Policy

This policy covers complaints by learners/customers in relation to the delivery of qualifications and associated services offered by Survive and Save Training.

This procedure cannot be used in relation to reasonable adjustments, special consideration or assessment decisions which are covered by the Appeals Policy. If you are unhappy about the way the assessment was conducted or delivered and you suspect malpractice or maladministration you should raise your concerns in line with the Malpractice Policy.

## How to make a complaint

Complaints can be made in the following way:

- In person to your course tutor
- In writing
- By e-mail
- By telephone, but we would ask that this is followed up by email or in writing

In all cases please state clearly the exact nature of your complaint, including dates/times, who was involved, any attempts made to resolve the issue, any relevant documents and your contact details.

A complaint should be made by the learner unless they are unable to act on their own behalf for reasons of disability, medical grounds or being under the age of 18 years. In these circumstances the learner must confirm that they wish to appoint a representative to act on their behalf and who that person is at the beginning of the complaint process.

Complaints should be addressed to:

Company Director  
Survive and Save Training Ltd  
37 Lankers Drive  
North Harrow  
Middlesex HA2 7PA  
Telephone: (020) 8429 3905  
mailto: [enquiry@surviveandsave-training.org](mailto:enquiry@surviveandsave-training.org)

## Complaint Procedure

1. If you have a complaint during a course it is hoped that you can raise this with your course tutor and that it can be dealt with informally before the end of the course.
2. If this is not possible to raise a complaint with the course tutor please submit a formal complaint as detailed in 'How to make a complaint' above and must be received within 10 working days of the end of the course.
3. We will acknowledge your complaint within 5 working days of receipt.

## Complaints Policy

4. Your complaint will be fully investigated and reviewed by someone with no previous involvement with the circumstances of the complaint. We will respond within a further 20 working days.
5. A review will take place for potential improvements to the services and courses that we offer.
6. There may be occasions where we are not able to respond fully within the timescales indicated. Where this is the case, we will keep you advised of the progress we are making and when we expect to resolve your complaint.
7. Should you not be happy with the response to your complaint you may appeal and the case can be referred to an independent person/organisation for review. Any request for an independent review must be made within 10 working days of receipt of the response to your complaint. The findings of the independent review will be reported within 20 working days.
8. In the event that you find the response of the independent review of your complaint is unsatisfactory you can take your complaint to the relevant Awarding Organisation. At this point you will be required to follow the relevant Awarding Organisation's policy.

### **Awarding Organisations**

#### **Swim England Qualifications - [SEQ Policy](#)**

Email: [qualityassurance@swimenglandqualifications.com](mailto:qualityassurance@swimenglandqualifications.com)

#### **RLSS/IQL - [RLSS UK Qualifications Policy](#)**

Email: [compliance@rlss.org.uk](mailto:compliance@rlss.org.uk)

### **Vexatious and Persistent Correspondence**

1. We offer a transparent complaints procedure and will keep complainants informed throughout any investigation. However, sufficient time must be allowed to carry out a thorough investigation.
2. We will not engage with abusive or persistent correspondence from learners or their representatives, once a decision has been reached.
3. Repeated contact with no new evidence and /or abusive correspondence from a complainant will be considered as vexatious correspondence.
4. Where correspondence and /or behaviour are deemed to be vexatious, you will be referred to this policy, explaining that if the communication continues in this manner all correspondence will cease.
5. Learners or their representative who remain dissatisfied with an outcome of a complaint may take it to the relevant Awarding Organisation.

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