

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 and Maladministration 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

Complaint Procedure

Stage 1 - Informal

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.

Stage 2 – Internal Review

1. If it 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. This must be received within 20 working days of the end of the course.
2. We will acknowledge your complaint within 5 working days of receipt.
3. 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.
4. A review will take place for potential improvements to the services and courses that we offer.
5. 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.

Stage 3 - External Review

1. Should you not be happy with the response to your complaint through the stage 2 internal review you may appeal. In this instance the complaint 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.
2. 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

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

Email: compliance@rlss.org.uk

Vexatious and Persistent Correspondence

Survive and Save Training offers a transparent complaints procedure and will keep complainants informed throughout any investigation. However, sufficient time must be allowed to carry out a thorough investigation.

Definition of Vexatious and Persistent Correspondence

A complaint may be deemed to be vexatious if it:

- Is pursued in a manner that is obsessive, harassing or abusive
- Lacks serious purpose or value
- Is intended to cause disruption or distress
- Is repetitious, with no new evidence or justification
- Refuses to accept reasonable outcomes or decisions

Indicators of Vexatious Behaviour

Examples of vexatious behaviour may include

- Persistent complaints on the same issue despite resolution

Complaints Policy

- Demands for unrealistic remedies
- Use of aggressive or abusive language
- Frequent, lengthy or complex communications that hinder resolution
- Refusal to cooperate with the complaints process

Managing Vexatious Behaviour

1. All complaints will be managed through the complaints policy initially
2. Where a complainant's behaviour is becoming unreasonable a written warning will be issued detailing concerns and expectations whilst the complaint is being investigated.
3. Where behaviour remains unreasonable the complainant will be designated vexatious. Notification will be sent in writing with reasons and any restrictions on communications for example
 - a. only to a designated person
 - b. only through a specific communication channel
 - c. refusing to respond to any issues already addressed
4. The status of any complainant that has been designated vexatious will be reviewed from time to time, with any new complaints being assessed independently
5. Survive and Save Training will advise the relevant Awarding Organisation of any vexatious complaint. Designation as a vexatious complaint does not remove your rights to take your complaint to the relevant awarding organisation on completion of stage 3 of this policy, should you not be satisfied with the outcome.

Approval Date: December 2025

Review Date: December 2027