



## **Complaints, Compliments and Comments Procedure**

(20<sup>th</sup> February 2015)

Information remains the same July 2020

As a club affiliated to RLSS, Heanor Swimming and Lifesaving Club (The Club) has amended and adapted their complaint policy and procedure and will implement this locally.

The Club is committed to providing good quality swimming and lifesaving instruction to its member. We intend to provide services in line with best practice and taking into account everyone's needs. We shall continually seek to improve.

Our aim is to listen to complaints and handle them quickly, effectively and in a fair, honest way. It is our intention to learn from them so we can continuously improve our service. In order to do this we need to know when we get things wrong. We would also welcome any compliments or comments.

### **What is a Complaint?**

A complaint is a written expression of dissatisfaction, whether justified or not. It can be about the standard of service we provide or the behaviour of others. We encourage our members and parents to speak to members of our committee to raise any concerns as soon as possible after an issue is observed to allow the Club to take appropriate action to resolve the issue prior to a formal complaint becoming necessary. We would like to work with you to resolve any concerns at club level.

### **Anonymous Complaints**

We would not normally deal with anonymous complaints, other than in a very general way, given the difficulty of our carrying out a full investigation. We will, however, retain such complaints on file as they may provide an early warning of a service delivery failure.

### **How We Handle Complaints**

We will treat all complaints seriously with courtesy and fairness at all times. We will provide feedback to anyone making a complaint.

### **Who to Contact**

All complaints should be addressed to the Committee at the Club. These can be handed to any member of the committee on a Monday or Friday evening. We will endeavour to acknowledge all complaints within 14 working days of receipt.

**Recording Complaints**

All complaints received will be brought to the attention of the Committee so they can monitor the types of problems, the best way to sort them out and how long we are taking to deal with them. This will also help us to consider how we can improve our own service delivery.

**Confidentiality**

Complaints received will be discussed at a Committee meeting where an appropriate sub-committee will be formed to investigate the issue. The issues raised will remain confidential within this forum.

**Outcome**

If the complaint is upheld, we will offer an explanation and an apology. We will take action if it is appropriate to solve the problem properly.

**Disciplinary**

In the event that the result of an investigation into a complaint, and formal action against an individual becomes necessary, the individual will be subject to the Clubs formal disciplinary process.

**Still Not Happy**

Anyone not happy with the outcome of a complaint should contact RLSS UK, River House, High Street, Broom, Warwickshire B50 4HN. Email: [lifesavers@rlss.org](mailto:lifesavers@rlss.org) outlining their concerns.

**Compliments**

Compliments are always welcome.

**Comments**

Comments, feedback or suggestions are always welcome and will help to inform the future running of your Club.