



**Cossum Swim Schools**  
**Complaints & Appeals Policy**

## Background

If, on any occasion, the service you expect is not to your satisfaction, Cossum Swim Schools would like to know about it, please let us know.

Complaints, comments and compliments will be accepted in writing, by email or by telephone.

If you would like to email Cossum Swim Schools with a complaint, comment or compliment please contact us on:

[enquiries@cossumswimschools.co.uk](mailto:enquiries@cossumswimschools.co.uk)

Please note this policy is not relevant to appeals in relation to STA course results which must be discussed with the STA directly. The STA complaints policy is available by clicking the following links

<https://www.sta.co.uk/policies/the-swimming-teachers-association-complaints-policy/>

STA Enquiries about Results and Appeals Procedure

<https://www.sta.co.uk/wp-content/uploads/2012/07/Enquiries-about-Results-and-Appeals-Procedure-v12.1.pdf>

## What details are needed?

- your full name
- contact details including a daytime telephone number
- a full description of your complaint (including the subject matter and dates and times if known)
- any names of the people you have dealt with so far
- copies of any papers or letters to do with the complaint

If you are concerned about possible adverse consequences that may occur should your identity be revealed to another party, then please inform us that you do not wish for us to divulge your identity and we will work to ensure your details are not disclosed. We will always aim to keep a whistle blower's identity confidential where asked to do so although we cannot guarantee this. We may need to disclose your identity should the complaint lead to issues that need to be taken forward by other parties. For example:

- the police, fraud prevention agencies or other law enforcement agencies (to investigate or prevent crime, including fraud)
- the courts (in connection with any court proceedings)
- other third parties such as the STA

Complaints brought to our attention by our regulators such as the STA will be reviewed in the same manner as other external complaints, in accordance with the procedures below.

## **What happens to my Complaint?**

Cossum Swim Schools aim to resolve complaints as efficiently and effectively as possible. On receipt of a complaint you will be advised by means of an automated response of receipt of the complaint and then contacted, normally within 7 working days to discuss its progress. If further investigation is required you will be kept informed. All incidents are treated as confidential unless previously agreed.

## **What if I am not satisfied with the response?**

Should you not be satisfied with the full response when you receive it, you can have the matter reviewed by the swim school owner or contact the STA directly on 01922 645 097 <https://www.sta.co.uk/contact-us/>

## **Abusive / Frivolous / Vexatious Complaints**

Staff are trained to remain polite at all times and will actively try and handle your complaint as best they can. We would hope that our customers would equally treat our staff in a polite and courteous manner. If making your complaint by telephone and you use abusive language or tone our staff will let you know that they may put the receiver down if you continue to be abusive.

When making your complaint in person and you demonstrate abusive or aggressive behaviour our staff have been advised to seek assistance (this could be in the form of the Police or another member of staff).

If your correspondence contains abusive language or aggressive tone, we will reply by informing you that this is unacceptable.

In terms of frivolous and vexatious complaints, the definitions of such complaints are;

- Frivolous – not serious or sensible in content, attitude or behaviour
- Vexatious – annoying, not having sufficient grounds for action and seeking to annoy

Under these circumstances, we will only terminate correspondence when it is clear that despite our best efforts, we are unlikely to satisfy you. This decision to terminate a complaint will be made by the company owner.