



## **Complaints Policy**

Splash Academy is committed in its service provision to offer standards of the highest quality. Working to continually achieve this benchmark assists in the maintenance of quality assurance standards and compliance with regulatory requirements.

Splash Academy aims to provide an efficient and effective service to all. However, whilst every care is taken to ensure high quality standards, we acknowledge that there may be occasions where we fall short of expectations and individuals are not completely satisfied. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and in particular responding positively and putting mistakes right.

### **Policy aim and purpose**

Splash Academy is committed to providing individuals directly affected by our services with the opportunity to provide feedback on whether or not standards have been met. Our customers must have confidence that they will be listened to, therefore all feedback received, both positive and negative, will be acknowledged. All expressions of dissatisfaction received will be treated as a complaint.

The aim of this policy is to provide a clear and structured process which highlights who can make a complaint (the complainant), how they can make a complaint and what Splash Academy will do to seek a resolution to the complainant's satisfaction.

Therefore Splash Academy aims to ensure that:

- Making a complaint is as easy as possible
- Complaints are treated as a clear dissatisfaction with our service
- The right response is provided, i.e. an explanation, apology or action taken
- Complaints are reviewed to improve service

## **Definition of a complaint**

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by Splash Academy, affecting an individual customer or a group of customers. Dissatisfaction may be associated with the service provided or with the way an individual perceives to have been treated by a Splash Academy member of staff, which may or may not be justified or associated with professional misconduct.

## **Equality of access and treatment**

Through publication of this policy on the Splash Academy website, individuals can access information about complaints procedures. We are committed to ensuring all individuals have equal access to this information and the opportunity, where possible, to communicate with us in any way.

## **Who can make a complaint?**

Complaints can be made by an individual customer or group of customers (who have received, been adversely affected by or have witnessed the cause of dissatisfaction) or someone acting on behalf of the customer (referred to as third parties).

Third parties submitting a complaint on behalf of the complainant may only do so with written permission to represent the complainant and their interests.

In the first instance, complainants wishing to raise dissatisfaction about services provided by Splash Academy must address their concern directly with the centre contact. If the individual is dissatisfied with the outcome the centre contact will advise them of the next steps.

## **How to make a complaint**

### **Informal process**

We recognise that most individuals who are dissatisfied will want a problem to be addressed as quickly as possible; therefore an informal approach is appropriate.

Our informal approach aims to resolve the concern quickly, keep matters low key and enable mediation between the complainant and the individual to whom the complaint has been directed.

The cause of dissatisfaction may be resolved immediately; we will aim to resolve the concern by providing an explanation, an apology or another desirable outcome.

If a concern cannot be satisfactorily resolved informally, the formal Awarding organisation complaints procedure should be followed. This will be given to the individual after failure to resolve as above.

### **Monitoring and Review**

This will be monitored and reviewed annually. Next review January 2021