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| Triton Training Limited | System of Work | PAGE ISSUE DATE REVIEW | Page 1 of 5 Six 05/01/2023 05/01/2024 |
| TITLE: ATC Complaints Policy | | APPROVED BY: Directors | |

1. Complaints Policy

Triton Training 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 learners, hired venues or others involved with any aspect of course delivery and in particular responding positively and putting mistakes right. Triton Training 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 learners hired venues or others involved in course delivery 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 Triton Training will do to seek a resolution to the complainant's satisfaction.

Therefore Triton Training aims to ensure that:

- Making a complaint is as easy as possible
- The right response is provided, such as an explanation, apology or action taken.
- Complaints are reviewed to improve service

2. Complaint's procedure

Informal process

- Triton Training hopes that the cause of dissatisfaction may be resolved immediately and therefore the complainant should contact Triton Training at info@tritontraining.co.uk for an informal discussion, of which we will aim to resolve the concern by providing an explanation, an apology or another desirable outcome. This is the informal stage of the complaint policy. If a concern cannot be satisfactorily resolved informally, the formal complaints procedure should be followed. It might be necessary at this stage to provide further information to ensure the complaint is fully understood, thoroughly investigated and allow for a comprehensive response to be provided.

Formal Process

Stage 1

Formal complaints are submitted in writing and marked for the attention of Triton Training Quality Manager who will assume responsibility for the initial investigation at Info@tritontraining.co.uk. Complaints should be made within one month of the occurrence.

When submitting a complaint, the complainant must provide the following:

- Name, address and contact information.
- Full details of the complaint such as the cause of dissatisfaction with operations, actions or behaviour.
- All supporting information such as relevant documentation, dates, locations, any witnesses.
- Details of any previous attempts to resolve the identified dissatisfaction.
- What action has been taken to resolve so far.

Triton Training Quality manager will acknowledge the complaint in writing within 10 working days of receipt, record details on the complaints register and begin investigations into the cause of dissatisfaction. A response, inclusive of explanation and resolution, will be provided where possible within 20 working days of initial complaint acknowledgement. To ensure a fair and thorough investigation, the duration will depend on the nature and severity of the complaint received and Triton Training will notify the complainant as soon as possible if the investigation will take longer than expected. At this point it is hoped the complaint will have been resolved however, if not then stage 2 of the formal process will begin.

Stage 2

The complainant must notify Triton Training if they want to move to stage 2 of this process within 10 working days of Triton Training confirming the decision of stage 1.

- The Triton Training Quality manager will inform the Triton Training Directors to review the complaint for further investigation.
- Acknowledgement of further investigation will be provided to the complainant in writing within five working days of receipt of the stage 2 complaint.
- The complainant will also be notified of the individual responsible for the investigation.
- The Triton Training Directors will conduct a further investigation into the cause of dissatisfaction. Upon cessation of investigations, the Triton Training Directors will communicate directly with the complainant and provide an explanation or resolution. This will be communicated to the complainant within 20 working days of receipt of the stage 2 complaint.

- The duration of further investigation will depend on the nature and severity of the complaint and at this stage, the complexity of the response required.
- In some cases the investigation may take longer and in such instances, the complainant will be notified of the revised timescale.
- If the complainant continues to remain dissatisfied with the response provided by the Triton Training Directors, the next step will be to pursue stage 3 of the complaints process and submit an appeal.

Stage 3

If a resolution is not reached at the end of stage 2, the complainant must notify the Triton Training Directors within 10 working days of the Directors confirming the decision of stage 2.

- At this stage the relevant awarding body can be contacted if an agreement cannot be reached within reason. Within reason means where for example the financial impact is too high on one or both parties.
- The relevant awarding body will review all previous materials and report on their decision within 30 working days. If more time is needed the relevant awarding body will notify the complainant and Triton Training of the revised timescales.

Swim England <https://swimenglandqualifications.com/contact/>

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

RLSS <https://www.rlss.org.uk/complaints-policy#How to Complain>

YMCA <https://www.ymca.co.uk/about/policies-and-procedures/feedback-and-complaints-policy>

- Following the relevant awarding body's final decision, the complaint is closed.

3. Vexatious and Persistent Correspondence

- We offer a transparent complaints procedure and will keep complainants informed throughout any investigation. However, complainants must allow sufficient time to carry out a thorough investigation.
- We will not engage with abusive or persistent correspondence from complainants, once a decision has been reached.
- Repeated contact with no new evidence and /or abusive correspondence from a complainant will be considered as vexatious correspondence.
- Where correspondence and /or behaviour are deemed to be vexatious, we will refer the complainant to this policy, explaining that if the communication continues in this manner all correspondence will cease.

Contact details for Triton Training Email: Info@tritontraining.co.uk

4. Updates of Procedure

| Issue | Written, Checked and Approved | Issue Date | Action by |
|-------|-------------------------------|------------|-----------------|
| 1 | Updated, Checked and Approved | 09/05/2019 | Krystal Buckley |
| 2 | Updated, Checked and Approved | 01/01/2020 | Krystal Buckley |
| 3 | Updated, Checked and Approved | 01/01/2021 | Krystal Buckley |
| 4 | Updated, Checked and Approved | 12/03/2021 | Krystal Buckley |
| 5 | Updated, Checked and Approved | 05/01/2022 | Krystal Buckley |
| 6 | Updated, Checked and Approved | 05/01/2023 | Krystal Buckley |
| 7 | Updated, Checked and Approved | 05/01/2024 | Krystal Buckley |

5. Internal Documents & Forms

1. ATC Appeals Policy (Candidate Copy).
2. Learner Assessment Prior to Learning
3. Learner Induction Form
4. Learner Individual Learning Plan
5. Learner Progress Report
6. Learner Exit Interview

6. Sources of Information

1. <https://www.safetytrainingawards.co.uk/policies/enquiries-and-appeals-policy/>
2. <https://www.rlss.org.uk/complaints-policy>
3. <https://swimenglandqualifications.com/contact>



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Approved by: Directors

For issues regarding any of our policies please contact our directors via email info@tritontraining.co.uk

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