

## Complaints Procedure

### Introduction

This policy is designed for candidates who have enrolled on any course or renewal at **Enfield School of Life Saving** within the Approved Training **Provider** (ATC/P). It details the procedure to follow when making a complaint.

**Enfield School of Life Saving** values candidate feedback and would like to be made aware of instances where our level of service has not met expectations.

All complaints will be taken seriously and dealt with in strict confidence until a resolution has been concluded. Candidates will not be disadvantaged by making a complaint.

### Procedure for Complaints

- The complaint should be submitted to the **Instructor or the Trustees** in writing with supporting evidence where possible.
- Written correspondence can be sent through email to **enfieldlifesavingschool@gmail.com** or a letter addressed to **Enfield School of Life Saving c/o 93, Lakenheath, Southgate, London N14 4RT**
- The complaint shall be reviewed initially by **the Instructor / Trustee**. A confirmation email will be sent within **14 days** to confirm that the complaint has been received; we then aim to fully respond to all complaints within **a further 28 days**
- Where deemed appropriate, the complaint and any action taken will be reported to IQL UK.

If candidates do not feel that their complaint was dealt with appropriately by the Approved Training Centre/Provider, they can forward their complaint to IQL UK via [mail@iql.org.uk](mailto:mail@iql.org.uk) .

### Review arrangements

**Enfield School of Life Saving** will review the policy annually and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation.

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