



Arundel & Downland Community Leisure Trust

Arundel Lido, Queen Street Arundel BN18 9JG

Tel: **01903 882404** (Reception) **884772** (Office)
website: www.arundel-lido.com e-mail: manager@arundel-lido.com

Arundel Lido - RLSS Approved Training Centre

Complaints Policy

(Version – January 2019)

Introduction

This Policy is designed for candidates who have enrolled on any course or renewal within the Approved Training Centre (ATC) at Arundel Lido. It details the procedure to be followed when making/receiving a complaint.

Arundel Lido 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. Candidates will not be disadvantaged by making a complaint.

Procedure for Complaints

- The complaint should be submitted to the Lido Manager (Nikki Richardson) in writing, with supporting evidence where possible.
- Written correspondence can be sent via email to manager@arundel-lido.com or in a letter addressed to: Nikki Richardson, Arundel Lido, Queen Street, Arundel, BN18 9JG.
- The complaint will be reviewed by the Lido Manager (Nikki Richardson). A confirmation email or letter will be sent to the complainant within 1 week, to confirm that the complaint has been received.
- Our aim is to fully respond to all complaints within 3 weeks of their receipt.
- Where deemed appropriate, the complaint and any action taken will be reported to IQL UK.

If candidates do not feel that their complaint has been dealt with appropriately by the Arundel Lido, they can forward their complaint to IQL UK via mail@iql.org.uk or via post to: IQL UK, Red Hill House, 227 London Road, Worcester, WR5 2JG.

Review arrangements

Arundel Lido will review this 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.

Footnote

If you would like to feedback any views on this Policy, please use one of the contact addresses in the heading above.