

# FAVERSHAM POOLS

## Complaints Procedure

### Introduction

This policy is designed for candidates who have enrolled on any course or renewal at Faversham Pools within the Approved Training Centre (ATC). It details the procedure to follow when making a complaint.

Faversham Pools value 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 Centre Co-ordinator in writing with supporting evidence where possible.
- Written correspondence can be sent through email to [comments@favershampools.com](mailto:comments@favershampools.com) or a letter addressed to RLSS Centre Co-Ordinator, Faversham Pools, Leslie Smith Drive, Faversham, Kent ME13 8PW.
- The complaint shall be reviewed initially by Centre Co-ordinator. 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 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

Faversham Pools 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.

If you would like to feedback any views, please contact us via the details provided below.

RLSS Centre Co-ordinator  
Faversham Pools  
Leslie Smith Drive  
Faversham  
Kent. ME13 8PW  
Tel. No. 01795532426