

Complaints Procedure

Complaints Procedure Our aim is to ensure that you are happy and satisfied with our service. In the event that you need to complain, please follow this procedure: Butterfly Swim Academy believes that swimmers and parents/guardians are entitled to expect courtesy and prompt, careful attention to their needs and expectations. We welcome suggestions on how to improve our Swimming Academy and we will give careful consideration to any concerns raised. We anticipate that most concerns will be resolved quickly by an informal approach with the management team at Butterfly Swim Academy. If this does not have the desired result, the procedure below should be followed. We aim to bring all concerns regarding Butterfly Swim Academy to a satisfactory conclusion for all the parties involved. To achieve this we operate the following complaints procedure.

Stage 1 - Any swimmer, parent or guardian who is unhappy about any aspect of the Academy's provision, should, in the first instance, discuss their concerns with the Academy's instructor concerned. The Instructor concerned must complete a complaint log for information only.

Stage 2 - If the written response is not acceptable, the swimmer, parent or guardian should request a meeting with Michelle Dunkley and/or Rebecca Stendall (The Academy's owners). The swimmer, parent or guardian may be accompanied with partner/family or friend. An agreed written record of the meeting must be made and all parties present at the meeting must sign the record and receive a copy.

Stage 3 - In the event an acceptable conclusion cannot be reached by both parties a full refund for the remaining lessons will be offered and the party making the complaint will be sign posted to ASA for further advice. If the nature of the complaint has regards to a child's welfare, reference must be made to Butterfly Swim Academy's Child Protection Policy.

Child Protection Policy

Butterfly Swim Academy is committed to providing a safe and secure environment for all individuals involved with the delivery of the swimming lessons. We ensure that there are appropriate arrangements in place to allow for a safe and secure environment and that there are sufficient procedures in place to deal with any issues concerned with child protection.

Policy Aim and Purpose

Butterfly Swim Academy strives to ensure that it maintains the highest possible standards to meet its social moral and legal responsibilities in order to protect and safeguard the welfare of children who attend the swimming lessons. We provide adequate knowledge to all individuals involved with the delivery of swim lessons to be able to recognise and pre-empt potential or suspected abuse.

Butterfly Swim Academy's current safeguarding arrangements are as follows;

It is the Academy's responsibility to ensure all staff has a DBS (previously CRB) check.

To provide and demonstrate safe working practices.

To signpost workforce and swimmers to attend safeguarding and training workshops and seminars.

Signpost Butterfly Swim Academy's workforce and swimmers to the following websites for more information;

ASA Wavepower 2012-15;

<http://www.swimming.org/asa/clubs-and-members/safeguarding-children/Swimline>;

<http://www.swimming.org/asa/clubs-and-members/swimline/>

Butterfly Swim Academy will adhere and follow the guidance and procedures that are stated in the ASA safeguarding Children and Vulnerable Adults Policy:

http://www.swimming.org/assets/uploads/library/004GOV_Safeguarding_Children_and_Vulnerable_Adults_Policy_v20.pdf

Butterfly Swim Academy workforce will embrace diversity and equality: Every Child Matters.

Health and Safety Policy

BUTTERFLY Swim Academy is committed to ensuring health & safety of any Individual who is involved with BUTTERFLY Swim Academy. BUTTERFLY Swim Academy will ensure that appropriate advice is provided to allow safe attitudes within the learning environment.

Policy Aim & Purpose

The aim of this policy is to enable all individuals involved with BUTTERFLY Swim Academy to be aware of potential hazards within the learning environment and allow them to identify methods of minimising risk to themselves and others.

BUTTERFLY Swim Academy will develop, promote and maintain a high standard of health, safety and welfare.

BUTTERFLY Swim Academy will ensure that sufficient training is undertaken and CPD's are continuous.

Activities in Place to maintain health & safety

BUTTERFLY Swim Academy has the following processes in place to ensure safety and wellbeing of all involved with BUTTERFLY Swim Academy:

Identifying and assessing health and safety risks arising from activities, providing adequate control measures and regular reviews to maintain a safe working/learning environment.

Supporting high standards of communication, training and continuing professional development of all BUTTERFLY Swim Academy staff. Updating information which is communicated through the ASA with regard to health & safety laws, rules and guidelines.

Recording and investigating incidents, accidents and cases of work-ill/learning-ill health in order to prevent reoccurrence.