

## Balfour Swim School (BSS) Complaints Policy



### Introduction

Balfour Swim School raises funds for, and is a subsidiary of, Friends at Balfour PTA (registered charity 1070234).

Good relationships between the BSS, Friends at Balfour PTA and families are important in supporting pupils to succeed in developing their potential, in terms of their social and emotional well-being and meeting or exceeding their predicted outcomes in achievement.

One mechanism for building good relationships is to encourage feedback on the services that the BSS provides. Feedback can help to improve and develop practices and services provided by the BSS.

Encouraging feedback is one way to show those who work in partnership with PTA led swimming schools that their views are valued. Occasionally feedback on difficulties and challenges that arise will be received and these will need to be addressed to ensure that the supportive partnership continues. In many cases issues can be resolved informally. However, where there is an issue that cannot be concluded informally a formal procedure is required that will attempt to resolve and reconcile all parties concerned.

### What is a complaint?

A complaint can be defined as:

“any expression of dissatisfaction, whether justified or not, which requires a response.”

The BSS needs to be clear about the difference between a concern (managed at the informal stage) and a complaint. Taking informal concerns seriously at the earliest stage will reduce the numbers that develop into formal complaints. All parents/carers are entitled to raise concerns about safety or an individual's behaviour in relation to BSS activities.

The following procedures apply to any complaint made to the BSS:

- The parent/carer should address their complaint to the BSS Co-ordinator who will notify the Chair of Friends at Balfour that a complaint has been made.
- The BSS Co-ordinator will consider all the facts & reach a conclusion. All complaints will be treated in confidence.
- The BSS Co-ordinator will reply to the parent/carer in writing giving a full explanation of the decision of the BSS, the reasons for it and, where appropriate, what action the BSS proposes to take.
- In the event that the complaint is made about the BSS Co-ordinator, the Chair of Friends at Balfour PTA will perform the above role.
- The response will be sent within 28 days in term time.
- The response should also inform the complainant that if they are not satisfied with the outcome, they may complain to the Chair of Friends at Balfour: please send an email with 'for the attention of the Chair' in the subject line to [info@friendsatbalfour.org](mailto:info@friendsatbalfour.org)