

Complaints Policy

Version 1.0 | Last updated: 1 September 2026

Our approach

If something has not gone well, we want to understand what happened and put things right where we can. Raising a concern will not affect how a swimmer is treated by SwimWise.

1. What this policy covers

This policy explains how to raise a concern or make a formal complaint about SwimWise Scotland CIC, our services or the conduct of someone working on our behalf.

It can be used for concerns or complaints about:

- swimming lessons, coaching, programmes or events;
- customer service, communication, bookings or payments;
- the conduct of a SwimWise director, employee, volunteer, contractor or sessional worker;
- equality, inclusion or additional-support arrangements;
- safeguarding practice, where there is no immediate risk of harm; and
- any other aspect of a SwimWise service.

This policy does not replace our Safeguarding Policy. If someone is in immediate danger, call 999. Safeguarding concerns should be raised immediately and must not wait for the complaints process.

2. Raising a concern informally

Many concerns can be resolved quickly through a conversation. If you are unhappy with something, please speak to the person delivering the session where appropriate, or email hello@swimwise.scot. Tell us what has happened and what you would like us to do to help resolve it.

We will listen, consider the issue and try to resolve it promptly. If the matter cannot be resolved informally, or you would prefer to make a formal complaint, follow the process below.

3. Making a formal complaint

Please send your complaint in writing to hello@swimwise.scot with the subject line: Formal complaint.

Please include:

- your name and contact details;
- the name of the swimmer, if relevant;
- what happened, including dates, times and people involved where known;
- any relevant documents, messages or photographs; and
- what outcome you are seeking.

You may make a complaint on behalf of someone else with their consent, or with appropriate authority where they are a child or unable to make the complaint themselves.

If you need help to make a complaint, or need to provide it in another format, please tell us. We will make reasonable adjustments where we can.

4. How we will handle your complaint

We will acknowledge receipt of a formal complaint within three working days.

The complaint will be considered by a SwimWise director or another appropriate person who has not been directly involved in the matter. We may need to speak to relevant people, review records or seek advice before responding.

We aim to provide a full written response within 15 working days of acknowledging the complaint. If this is not possible, we will explain why, tell you what is happening next and give you a revised timescale.

Our response will explain:

- what we have considered;
- what we have found;
- any action we will take, where appropriate; and
- how to request a review if you remain dissatisfied.

5. Complaints about a director or person handling the matter

If your complaint is about a SwimWise director, please make this clear in your email. The complaint will be handled by another director who is not involved in the matter.

If this is not possible, or there is a conflict of interest, SwimWise will consider an appropriate independent person or external advice to support a fair review. A person will not investigate or make the final decision on a complaint about themselves.

6. Requesting a review

If you are not satisfied with the outcome, you may request a review within 15 working days of receiving our written response. Your request should explain why you believe the complaint has not been handled fairly or what information you think has not been properly considered.

Where possible, the review will be carried out by a director or appropriate person who was not involved in the original decision. We will aim to provide a final written response within 20 working days. If more time is needed, we will explain why and provide an updated timescale.

7. Outcomes and learning

Where a complaint is upheld, or where we identify something we could have handled better, we may:

- apologise;
- explain what has changed;
- provide or correct information;
- review a decision or service arrangement;
- provide additional training, guidance or supervision; or
- take another proportionate action to put things right.

We will keep a record of formal complaints and use them to identify patterns, improve our services and review our policies and practice.

8. Respectful communication

We understand that people may be upset or frustrated when raising a complaint. We will listen and respond respectfully.

We also expect communication with SwimWise staff, volunteers and directors to remain respectful. Threatening, discriminatory, abusive or harassing behaviour is not acceptable. Where this occurs, we may set reasonable boundaries around how communication continues, while ensuring that any safeguarding or legal concern is still handled appropriately.

9. Other routes for advice

This policy does not affect any legal or consumer rights you may have. If your complaint relates to a consumer service and you remain unhappy after receiving our final response, you may wish to seek independent advice from Citizens Advice Scotland.

If your complaint concerns personal data, you can also use the contact route set out in our Privacy Notice. You have the right to complain to the Information Commissioner's Office about how personal data has been handled.

10. Review of policy

This policy will be reviewed at least annually, and sooner if there is a significant change in law, guidance, our services or learning from complaints.

11. Contact

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hello@swimwise.scot
www.swimwise.scot