



## **Purpose**

CB Training Services Limited (also known as CB Training Swim School & Bubble Tots) is committed to providing a quality service for its swimming lesson customers. While we strive to maintain high standards, we acknowledge that there may be occasions when our service does not meet expectations. In such instances, we encourage concerns to be raised immediately so that we can respond positively and rectify any mistakes.

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## **Policy Statement**

CB Training Services Limited is committed to promoting fairness, equality, and transparency. We welcome both positive and negative feedback from anyone directly affected by our services.

Our aim is to:

- Provide a clear, precise process for raising complaints
- Ensure complaints are addressed promptly, fairly, and efficiently
- Communicate outcomes clearly to the complainant
- Learn from complaints to improve our products and services

We aim to ensure:

- Complaints are simple and easy to follow
  - All complaints are treated as dissatisfaction with our level of service
  - Resolution is to the complainant's satisfaction (through explanation, apology, or corrective action)
  - Staff handling complaints are courteous, responsive, and consultative
  - Complaints and feedback are reviewed in line with our quality assurance standards
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## **Scope**

This policy applies to all complaints regarding swimming lessons and related services. The policy does not cover:

- Safeguarding concerns (addressed under our Safeguarding Policy)
  - Other business areas such as training courses, consultancy, or quality assurance work
  - Venue-specific complaints, as facilities are hired
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## **Raising Concerns and Making Complaints**

All individuals can access information about our complaint procedures via our website <https://cbtraining.org/policies> or by contacting CB Training Services Limited directly.

A complaint can be raised by:

- An individual

- A group
- A third party acting on behalf of someone else (with written permission from the complainant)

All complaints will be acknowledged within 7 working days, reviewed, and investigated as necessary. Investigation timescales depend on the nature, severity, and complexity of the complaint.

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## **Frivolous and Vexatious Complaints**

A complaint may be considered frivolous or vexatious if it is:

- Frivolous: Lacking serious purpose or value, trivial, or meritless
- Vexatious: Brought to cause harassment, annoyance, frustration, or financial cost

Examples of vexatious complaints include:

- Evidence of a personal grudge targeted at a specific staff member
- Unreasonably persistent attempts to reopen previously resolved issues
- Abusive or aggressive language beyond reasonable criticism

Where a complaint is deemed frivolous or vexatious, a management team of at least three members will meet to decide whether to dismiss the complaint or proceed under the formal complaint procedure.

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## **How to Make a Complaint**

### **1. Initial Contact – Informal Resolution**

- Raise your concern promptly with your child's instructor.
- Informal discussions can often resolve issues immediately.
- This allows mediation between complainant and staff to achieve a satisfactory outcome.

### **2. Formal Complaint**

#### **Stage 1 – Manager Investigation**

- Submit a written complaint if the issue is not resolved informally, including:
  - Dates, times, and location
  - Names of staff involved
  - Relevant information or evidence
- Email complaints to: [chris@cbtraining.org](mailto:chris@cbtraining.org)
- CB Training Services Limited will:
  - Acknowledge receipt within 7 working days
  - Assign a manager to investigate the complaint and notify you of the assigned manager
  - Conduct a thorough investigation (may include speaking to staff, reviewing records, and gathering additional information)
- A written explanation, resolution, or corrective action will be provided upon completion
- Investigation timelines depend on nature, severity, and complexity but we aim to resolve any complaint within 28 days.

## **Stage 2 – Senior Management Review**

- If dissatisfied with Stage 1, request a review by a senior manager within 14 days of the Stage 1 outcome
  - The senior manager will:
    - Review procedures and ensure the complaint was fully addressed
    - Consider any new evidence submitted
  - Outcome will be communicated in writing within a further 28 days
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## **Outcome**

Responses may include:

- Explanation of the situation
  - Apology, where appropriate
  - Corrective action or resolution
  - Decisions made by CB Training Services Limited are final
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## **Additional Notes**

- Complaints regarding medical or safeguarding matters are handled under our Safeguarding Policy
  - Complaints about fees, payments, or lesson cancellations are addressed under the relevant sections of our Terms & Conditions
  - Our governing body, The Swimming Teachers Association (STA), oversees standards and training but does not handle complaints about individual swimming teachers. Any concerns about lessons should be addressed through CB Training Services Limited's complaints process.
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## **Monitoring and Review**

CB Training Services Limited policies are regularly monitored and updated based on feedback.

**Last Updated: 01/09/2025**