

FEEDBACK POLICY (POLICY NO. COVSS/006/V1)

| | NAME | ROLE | DATE |
|-------------------------------|-----------------|---------------------|----------------|
| AUTHOR | Kyle Offer | Swim School Manager | 01/04/2025 |
| REVIEWERS | Sarah Ruckwood | Head of Operations | 09/04/2025 |
| AUTHORISER | Leigh Whitbread | Secretary - COCSC | 15/04/2025 |
| PREVIOUS POLICY NUMBER | n/a new policy | n/a new policy | n/a new policy |
| NEXT REVIEW DATE | | | 09/04/2026 |

This document supersedes any previous Feedback Policy and related documents. It is always available electronically via request from the Swim School Manager or Head of Operations or on Teams. Any other electronic or paper versions of this document sourced from any other network drive, email or other sources should be checked against the current Teams version prior to use.

| | |
|------------------------|--|
| EXPECTED USERS | <p>This policy is applicable to all individuals employed by the swim school, regardless of their employment status or role. This is also applicable to all customers of the swim school. This includes, but is not limited to:</p> <ul style="list-style-type: none"> • Swim School customers • Full-time employees • Part-time employees • Self Employed teachers • Temporary or seasonal staff • Fixed-term contract employees • Apprentices and interns • Additionally, this policy extends to volunteers and any other individuals working under the direction of the Club, ensuring a comprehensive and uniform approach to discipline within our organisation. <p>It is crucial for all customers and members of our staff to be aware of and understand this the policy is designed to ensure fair treatment for all employees and customers by providing clear guidelines.</p> |
| DESCRIPTION | This policy is to provide guidance for anyone wishing to proceed with feedback or complaints. |
| ACTION REQUIRED | This Policy will be stored on Teams and shared with all concerned. It will be available on request for all to see and action to agree to abide by the policy. It will also be supplied to new starters beginning employment or any customers as part of their contract agreement. |

Table of Contents

| | |
|---|---|
| 1. Introduction - We Welcome Your Feedback..... | 1 |
| 2. Feedback Process..... | 2 |
| 3. Timescales..... | 2 |

FEEDBACK POLICY (POLICY NO. COVSS/006/V1)

1. Introduction - We Welcome Your Feedback

- Coventry Swim School are committed to providing the best possible service and experience for everyone involved. Coventry Swim School highly value feedback as it helps them celebrate successes and, importantly, use constructive criticism to improve and enhance their services for customers benefit.
- Positive feedback is always appreciated, especially when Coventry Swim School have gone above and beyond to meet customer and staff needs. Hearing praise allows Coventry Swim School to acknowledge and thank the team member who delivered outstanding service and celebrate their dedication to our valid customers.
- Coventry Swim School also understand that there may be occasions when service doesn't meet the high standards that is set by the Swim School Manager set or that customers and staff expect. In such cases, Coventry Swim School welcome feedback, as it gives the swim school the opportunity to rethink, redesign, or retrain in areas that need improvement.
- If customers or staff, have suggestions or ideas that could enhance the service, Coventry Swim School would love to hear them as well. Input is incredibly valuable.
- To make it as easy as possible for customers and staff to share thoughts, Coventry Swim School have developed a clear and simple process outlined below to ensure we handle your feedback quickly and positively.

2. Feedback Process

- The quickest and most efficient way to share feedback is by speaking directly with the Swim School Manager or Swim School Coordinator at the Coventry Swim School. This ensures that most issues can be addressed and resolved promptly. Any of Coventry Swim School team members will be happy to help people get in touch with the right person.
- Alternatively, staff and swim school customers can complete a Feedback Form. Simply visit [Click here for feedback form](#), and feedback will be forwarded to the appropriate individual for further action.

3. Timescales

Coventry Swim School aim to respond to all feedback within 48 hours as a minimum. If feedback requires further investigation, Coventry Swim School will provide customers and staff with an initial response and let customers and staff know that additional time is needed and approx. timescale. In such cases, Coventry Swim School goal is to provide a full response and resolution within 7 days.

CHANGE HISTORY

| POLICY NUMBER | EFFECTIVE DATE | SIGNIFICANT CHANGES |
|--|-----------------------|----------------------------|
| Version Number unknown – as seen on old website Aug 2024 | April 2025 | |
| | | |