



B.A.R SWIM ACADEMY

CUSTOMER SERVICES STATEMENT

STA and B.A.R Swim Academy is committed to an efficient, responsive and supportive service for our direct customers whose children (or as an adult) attend our courses and also supporting Course Organisers, Tutors, Teacher/Examiners and candidates.

The Customer Service Commitment will be sustained by:

- Using clear English in all documents and publications.
- Identifying ourselves by name, organisation and position when answering emails and letters.
- Ensuring that all correspondence is acknowledged within 5 working days followed promptly by a full reply
- Managing and maintaining information on the B.A.R Swim Academy website and any social media pages so that customers are upto date with the latest information, dates for courses, payment requirements and any other relative materials.
- Ensuring staff are welcoming and knowledgeable about our products and services and try to be as helpful and professional as possible at all times.

Where B.A.R Swim Academy are running courses on behalf of the STA or in conjunction with the STA as part of B.A.R Swim Academy business:

- We will ensure that all manuals, documentation and examination papers are delivered in good time for the start of our course (that are within our remit to do so).
- Ensuring that all qualification documentation is processed within clearly defined time parameters;
- Course Organisers receive pre-course packs 14 calendar days before the course commences (provided the course has been registered at least 28 calendar days in advance);
- Candidates and Course Organisers will be informed of results within 28 calendar days of STA Awarding Body receiving all the relevant documentation.
- Issuing Certificates - Provided that all requirements have been satisfied STA Awarding Body will issue notification of the results and the certificate, to the candidate, within 28 days of receipt of the required paperwork and fees from the course organiser.
- Monitoring and evaluating all internal and external systems for effectiveness.
- Monitoring and evaluating all Tutoring Feedback, Examining & Course Management Feedback and Candidate Course Evaluation forms will be reviewed by the B.A.R Swim Academy Management Team prior to being collated and sent to the STA for their records.
- Providing enquires and appeals procedures for tutors and candidates that will be processed within clearly defined time parameters; all enquiry applications will be acknowledged within 5 working days and the Course Tutor and Candidate informed of results within 28 calendar days; all appeals will be acknowledged within 5 working days and the decision of the appeal panel sent to the appellant within 5 working days of the hearing.
- Providing a responsive and unbiased complaints procedure that will be processed within clearly defined time parameters; all complaints will be acknowledged within 5 working days and the complainant informed of the decision/outcome within 28 calendar days.

Contacting STA Awarding Body

- Please quote your membership number in all communications.
- All enquires, appeals and complaints should be submitted to STA on the appropriate form (with the required fee if applicable), these are available as a download from the website.

STA is happy to informally discuss any specific problems by telephone, letter or email.

Contacting B.A.R Swim Academy Management Team:

- You can contact us via the website - www.barswimacademy.com and complete the online "contact us" form
- You can ring us on the B.A.R Swim Academy line - **07967919199** and leave a message - we will endeavour to return your call as soon as possible but the management team may not have access to the phone when they are teaching (and not when they are in the water!)
- You can contact via messenger on Facebook - B.A.R Swim Academy page
- However you contact us - please be clear about what your child's name is, what the issue is, what day/time and site your child swims at so that if B.A.R Swim Academy management team need to contact the teacher for a discussion, we know who to speak to from the team to get the necessary details from.

Standards of Conduct:

- We do not expect parents/guardians/carers to disrupt lessons by delaying the teacher or preventing them from continuing to deliver lessons but should you wish to speak to a specific teacher, we will endeavour to arrange that for you.
- Poor behaviour from either children receiving tuition or adults attending any sites where B.A.R Swim Academy operates, will not be tolerated. Our staff are our organisation's valuable assets and therefore we expect they are treated with dignity and respect.
- B.A.R Swim Academy staff will ensure that all children, parents, guardians and carers are treated with dignity and respect and any breach of this will be dealt with under our capability procedure.