

Complaints and Grievance Policy & Procedures for Courses

1. If a complaint is from a participant concerning a Halliwick Association of Swimming Therapy (Halliwick AST) Course, it should be directed to the Lecturer or Course Organiser (as appropriate) in writing, stating clearly the nature of the complaint. The complaint should be dated and signed and copies sent to both the Lecturer and the Course Organiser. Any such complaints should be made within 14 days of completion of a Course unless there is a good reason why this has not been possible, in which case, the reason for delay should be set out in the complaint. It is hoped that at this stage the complaint will be resolved. If not, see **3i** below

2. Regulations for the Award of Course Certificates

A Course Certificate will be awarded to all participants on a Course subject to the following rules:-

A Foundation Course (Four-Day Course)

Participants should be involved in all the pool activities. Should any portion of this content be missed NO certificate can be given. 75% of the content of the Course is Core Content (as stipulated by the International Halliwick Association (IHA)). All of this Core Content must be attended and participated in. Should any of this Core Content be missed a certificate CANNOT be given.

Advanced Courses

Participants should be involved in all the pool activities. Should any portion of this content be missed NO certificate can be given. 75% of the content of the Course must be attended and participated in. Should more than 25% be missed a certificate CANNOT be given.

One or Two-Day Courses

If there is pool work participants should be involved in the pool activities. Should any portion of this content be missed NO certificate can be given. 75% of the content of the Course must be attended and participated in. Should more than 25% be missed a certificate CANNOT be given.

Exception to the rules

Any exception to the rules for Courses must be considered by the Halliwick AST Education Committee (or Chair and Secretary if there is not a meeting in the next month) on an individual basis. In these cases, the decision made by the Halliwick AST Education Committee (or Chair and Secretary) regarding individual participants is final.

It may be agreed by the Halliwick AST Education Committee (or Chair and Secretary) that the participant can attend sessions at a club to complete the missing components, or alternatively attend a subsequent Course to do so. When the Lecturer of the original Course receives a report from another Lecturer that the participant has completed the missing components, the certificate may be awarded.

3 APPEALS PROCEDURE RELATING TO ASSESSMENT / AWARDING OF CERTIFICATES

In the event of a participant being dissatisfied with the result of an assessment, the following procedure will apply:

The participant must declare the dissatisfaction verbally or in writing to the Assessor within 14 days of notification of the result communicated to the participant. The Assessor will then give or send (as appropriate) an appeal form to the participant for completion.

It should be noted that if the dissatisfaction is against the result awarded, no appeal is possible and the Assessor must explain that the result cannot be changed. In that event, the candidate, will as a matter of course, be offered a re-sit on a date to be arranged.

However, if the appeal is against any procedural issue or irregularity in the conduct of the assessment, the participant must submit the completed form to the Halliwick AST Education Committee as well as submitting a copy to the Assessor concerned. Submission of the form should be within 14 days of receipt by the participant concerned.

The Chair of the Halliwick AST Education Committee will convene an Appeals Committee of at least 3 people (not to include the concerned) at their discretion.

On determination, the findings of the Appeals Committee will be sent as a formal report to the Education Committee who will then communicate the outcome of the appeal to both the participant and the Assessor concerned.

The decision of the Halliwick AST Education Committee shall be final.

3 i Procedure for Complaints of a General Nature Concerning Halliwick AST Courses

A participant wishing to make a complaint of a general nature concerning a Course (not in relation to an assessment result on a Course, to which separate procedures apply) should register the complaint in writing, with either the Course Lecturer or the Course Organiser within 14 days. It is hoped that at this stage the complaint will be resolved.

If the complaint is not then resolved a complaint form will be given to the participant, who must then return the completed form to the Lecturer or Organiser within 14 days.

The Lecturer or Organiser will consider the complaint and respond to the participant. Copies of the form and the response must be sent to the Secretary of the Halliwick AST Education Committee.

If the complaint remains unresolved, the Secretary of the Halliwick AST Education Committee will consult with the Chair of the Halliwick AST Education Committee and an Appeals Committee of 3 people (not including the Course Organiser or Lecturer concerned) will be convened.

Before making a determination, the Appeals Committee will refer to the Lecturer/Course Organiser concerned to allow representations to be made. The Appeals Committee is at liberty to consult both the participant and the Lecturer/Organiser concerned at their discretion.

On determination, the findings of the Appeals Committee will be sent as a formal report to the Halliwick AST Education Committee who will then communicate the outcome of the appeal to both the participant and the Lecturer/Organiser concerned.

The decision of the Halliwick AST Education Committee shall be final.

3 ii Complaint/Appeals Form in Relation to an Assessment on a Course

Please complete form in BLOCK capitals

NAME OF ASSESSOR	
NAME OF PARTICIPANT	
ADDRESS OF PARTICIPANT	
TELEPHONE NO. OF PARTICIPANT	
LOCATION OF ASSESSMENT	
DATE OF ASSESSMENT	
COURSE ASSESSED	
NATURE AND REASONS FOR COMPLAINT (Please continue on a separate sheet as necessary)	
SIGNATURE OF PARTICIPANT	
DATED	

3.iii Complaint/Appeals Form in Relation to an Assessment for a Certificate of Competence

Please complete form in **BLOCK** capitals

NAME OF ASSESSOR	
NAME OF PARTICIPANT	
ADDRESS OF PARTICIPANT	
TELEPHONE NO. OF PARTICIPANT	
LOCATION OF ASSESSMENT	
DATE OF ASSESSMENT	
CERTIFICATE OF COMPETENCE ASSESSED	
NATURE AND REASONS FOR COMPLAINT (Please continue on a separate sheet as necessary)	
SIGNATURE OF PARTICIPANT	
DATED	

**3 iv Complaint/Appeals Form in Relation to General Complaints
Concerning a Course**

Please complete form in BLOCK capitals

NAME OF LECTURER/ORGANISER	
NAME OF PARTICIPANT	
ADDRESS OF PARTICIPANT	
TELEPHONE NO. OF PARTICIPANT	
LOCATION OF COURSE	
DATE OF COURSE	
COURSE ASSESSED	
NATURE AND REASONS FOR COMPLAINT (Please continue on a separate sheet as necessary)	
SIGNATURE OF PARTICIPANT	
DATED	