



The Swimming Academy  
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## Queries & How to making a Complaint

If you feel dissatisfied with any aspect of The Swimming Academy please contacts us either in person, telephone, email or writing.

We will endeavour to resolve issues to the approval of all parties involved.

### Queries

On day to day queries these can be answered at the front desk of each swimming session. Should the front desk be unable to give you the information required, your query will be noted and passed onto J A Coe who will contact you before the next training session.

### Making a Complaint

The Swimming Academy takes all complaints seriously and in strict confidentiality which are, as diplomatically as possible, dealt with accordingly.

Do not be afraid to speak up - if you are unhappy with a situation, then others will most likely be also.

### [The Teachers / Teaching Assistants / Lifeguard / Front Desk](#)

All complaints regarding the headed staff should be made to J A Coe.

If your complaint is regarding J A Coe this should be addressed to the Welfare Office of Burnt Mill Academy - Harlow