



COMPLAINTS POLICY

At EDGE Aquatics, we pride ourselves on the service we are able to provide our clients. We strive for excellence and professionalism.

If you have a complaint or are unhappy with your child's lessons for any reason, we ask that the following procedure be met:

1. Please do not approach your child's teacher while they are in the water as this results in a disruption of others class time.
2. Please approach the reception counter and ask the receptionist for a complaints form.
3. Complete the form appropriately and hand back to the receptionist or post to 2 Sage Court, Baranduda 3691.
4. This will go to the Manager for the matter to be dealt with effectively and efficiently. This may mean that you are contacted by phone to discuss the matter within two working days of receipt of the form.

Any verbal abuse towards our staff will not be tolerated and a cancellation of swim lessons, without a refund, may result. EDGE Aquatics reserves the right to refuse service to anyone of an abusive or unruly behaviour.

Thank you for your understanding.

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COMPLAINTS FORM

Date:

Name:

Contact Number:

Convenient times for contact:

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Child's/Children's Name/s.....

Concern/Complaint:

Thank you for taking the time to complete this form. Please be assured that the Manager will contact you within two working days of this form being received.

<p>Office use only Received by: Date received: Handed in/Posted/Other:</p>
