



COMPLAINTS POLICY

Cressey's Surf Academy aims to deliver a high level of customer service across all aspects of our business. Whilst we hope that we exceed your expectations in all areas at all times, we do recognise that upon occasion customers may need to raise concerns regarding service and delivery for any public provider. This document details the correct procedure should you wish to make a complaint or feel we have failed in any areas of our service to you.

Complaints Procedure

Initially if participants or parents/guardians of participants have any concerns they should be voiced to the Cressey's Surf Academy Surf Coach responsible for that surf session, or to the Head Surf Coach as appropriate.

If the situation is able to be satisfactorily resolved for all parties involved immediately, the necessary action must be taken, the Head Surf Coach made aware, and a relevant record made following CSA procedures.

If the situation is unable to be satisfactorily resolved for all parties involved immediately, Cressey's Surf Academy will undertake to identify and take the necessary steps required within one month of the complaint being made, and notify all parties involved when the matter has been successfully dealt with at the end of this time.

If, after following the above procedures the relevant parties remain unsatisfied then the next step would be to contact the British Surfing Association as the governing body for surf schools in the UK, or the local authority which in this case would be Bridgend County Council.

If this is still not satisfactory then Ofsted can arrange an immediate inspection of the surf school to see evidence of unsatisfactory services being provided.

Who can complain?

Only adult participants, parents or registered guardians/carers of the children attending the surf sessions can complain. Non-registered guardians or people who wish to remain anonymous can complain but Ofsted and BSA powers are then limited.

What complaints do Ofsted respond to?

Ofsted can respond to complaints about surf schools as a whole, but they cannot respond to individual complaints about a particular child. It can respond to e.g.

- If the surf school is not providing satisfactory lessons
- If the lessons are being conducted in an unsafe manner or situation
- If the school is being badly run and is seen to be wasting money
- Students well being and personal/skilled development is being neglected

It cannot respond to e.g.

- Individual incidents regarding a particular child
- Judging how well the surf school responded to a particular problem or issue
- It cannot mediate between the surf school and you to resolve a problem or issue

How do I make a complaint?

Initially please contact Ingemar Cressey, Head Surf Coach on 07502 124 030 or email hello@ingemarcressey.com.

You may contact the BSA on 01637 876474.

You may contact Bridgend Council Sports Development Team on 01656 302644.

You may contact the Ofsted Helpdesk on 08456 404045 between 8am to 8pm Monday to Friday or email any concerns to enquiries@ofsted.co.uk. The helpdesk is there to offer you advice on what routes to take when it comes to making a complaint.

