

# Outdoor Swimming Society Complaints Procedure

If you have a complaint about The Outdoor Swimming Society we want to hear about it and we will do our best to resolve the issue or change procedures so that the same issue does not arise again.

Our Complaints Procedure has the following goals:

- 1 To deal with complaints fairly, efficiently and effectively;
- 2 To ensure that all complaints are handled in a consistent manner throughout;
- 3 To increase swimmer and customer satisfaction.

## How to complain

The Outdoor Swimming Society would like to resolve any complaint as soon as possible. If you have a complaint, please contact us with the details. We aim to resolve the majority of enquiries or complaints during your first contact with us.

You can contact us by email at [hello@outdoorswimmingsociety.com](mailto:hello@outdoorswimmingsociety.com), or by writing to us at: The Outdoor Swimming Society, Lytchett House, 13 Freeland Park, Wareham Road, Lytchett Matravers, Poole, Dorset, BH16 6FA.

The Outdoor Swimming Society refers to The Outdoor Swimming Society Limited (company no. 05847138) or OSS Trading Limited (company no. 07671591). Your complaint will be dealt with by someone from the appropriate company, depending on the nature of your complaint and what it concerns.

## What will happen next?

- After a complaint is made, if it is not immediately resolved, we will send you an acknowledgement of your complaint. This will be done within five working days of receiving your complaint between 1st October and 30th June and ten working days between 1st July and 30th September (our event season).
- We will investigate your complaint and issue a response in writing. In all cases, a complaint will be given full and fair consideration.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolving it.
- We aim to resolve complaints in a timely manner and we will generally resolve complaints within 30 working days of receipt.
- Complex complaints may take longer than 30 working days. In that scenario, we will keep you regularly updated regarding the progress and the timeframe for resolution.
- If you are not satisfied with the response you receive, you may ask us to escalate the complaint. Your complaint will be reviewed by a senior member of The Outdoor Swimming Society and we will then write to you giving our final position on your complaint and explaining our reasons.

- If your complaint is not resolved to your satisfaction by us, and if it relates to how we have handled your personal information, then you can raise your concern with the Information Commissioner's Office.

The ICO's address:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow,  
Cheshire, SK9 5AF

Helpline number: 0303 123 1113

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