Learner Complaints Reporting and Handling Procedure (Version 1 – August 2016)

Learners wishing to complain must do so within 14 working days of the course/programme end date or any assessment with which they are dissatisfied.

It is ultimately the responsibility of the Head of the Centre, James Petty, to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties. However, the Qualification Coordinators (QC) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

Should learners wish to complain about any services provided by Bedfordshire FA, they are advised to follow the procedure stated below.

In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by Bedfordshire FA, they may take their complaint to the *1st4sport Incidents and Investigations Manager*. Where a learner remains dissatisfied after the complaint outcomes have been confirmed by 1st4sport, they have a right to take the matter to the appropriate regulator[1].

Stage 1

An informal complaint can be made to the learner's tutor/assessor. The tutor/assessor should discuss the complaint with the learner and attempt to agree a way forward or a solution that suits both parties. Learners should allow the tutor/assessor sufficient time to investigate or remedy the grievance.

Stage 2

If the complaint cannot be resolved informally to the satisfaction of learners, or if learners feel that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing using the Bedfordshire FA Learner Complaints Form to Bedfordshire FA via James Petty.

Learners should use the Complaints Form to provide a detailed account of their grievance. The Complaints Officer will write to learners to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken.

The Complaints Officer will carry out an investigation, which will involve the relevant Qualification Coordinator (where required) and other members of personnel, and will write to the learner within 20 working days with the findings and a decision as to whether the complaint was justified.

[1] Office of Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum Examinations and Assessment (CCEA) in Northern Ireland, The Welsh Government in Wales and Scottish Qualifications Authority (SQA) Accreditation in Scotland.

All Stage 2 complaints should be sent to:
The Complaints Officer James Petty Bedfordshire FA, Century House, Skimpot Road, Dunstable, LU5 4JU, James.Petty@BedfordshireFA.com / 01582 567719

Learner Complaints Form

Learners are required to complete this form when making a complaint and forward it to the Complaints Officer.

Learner's name	
Address	
Email address	
Contact number	
Date complaint submitted	
Date on course/assessment	
Event Authorisation Number (EAN)(If applicable)	

Describe the nature of your complaint as fully as possible:			
Please attach an additional sheet if necessary			
Learner's signature		Date	

Please return this form to:

James Petty, Bedfordshire FA, Century House, Skimpot Road, Dunstable, LU5 4JU, James.Petty@BedfordshireFA.com / 01582 567719

Stage 3

If learners have followed Stage 1 and/or 2 of the complaints procedure and are still dissatisfied with the outcome, they have the right to take their complaint to the awarding organisation (1st4sport Qualifications) within 20 working days of the decision being communicated to them by the recognised centre.

The 1st4sport procedure for Learner Complaints against Recognised Centre Services can be accessed online via www.1st4sportqualifications.com

On the home page, learners should click on 'Learner information' and 'customer service'.

All Stage 3 complaints should be sent to:	
Address:	FAO: Incidents and Investigations Manager 1st4sport Qualifications Coachwise Ltd, Chelsea Close Off Amberley Road Leeds LS12 4HP
Email:	IManagement@1st4sportqualifications.com

Stage 4

If learners have followed Stage 1, 2 and 3 of this complaints procedure and are still dissatisfied with the outcome, they have the right to take their appeal to the appropriate regulator:

Ofqual	http://ofqual.gov.uk/	The Welsh Government	http://wales.gov.uk/
CCEA	http://www.rewardinglearning.org.uk/	SQA Accreditation	http://www.sqa.org.uk/