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| Registered Address:11 Hurlingham Business Park Sulivan Road Fulham London SW6 3DU E-mail: info@londonfa.com; website: [www.londonfa.com](http://www.londonfa.com); Tel: 0207 610 8360 |  |

# Complaints Procedure

# Complaints refer to displeasure which a learner might have experienced with regards the administration, content or delivery of a course. This can also include the manner of delivery and behaviour of tutors or participants during the course. This procedure MUST NOT be followed if a learner wishes to challenge the decision of the Independent Assessor.

In the unlikely event that a course Learner has a complaint, this should, where appropriate, initially be taken up with the Course Tutor as soon as possible after the problem arises.

If the issue is not addressed to the satisfaction of the Learner or if the issue is one that cannot be taken up with the Course Tutor directly, or is in reference to the course tutor themselves, the matter should be referred in writing to the London FA’s Chief Executive within ten days of it arising for investigation.

The complaint will be acknowledged within 72 hours of its receipt. Within ten days of us receiving the written complaint we will advise the complainant of our decision and if you are still not satisfied with the outcome you should write directly to 1st4Sport Qualifications at the address below with the appropriate administration fee.

The Manager, 1st4Sport Qualifications Chelsea Close off Amberley Road

Armley,

Leeds

LS12 4HP

# Reviewed: August 2018