



Sussex County FA Approved Centre Complaints Procedure

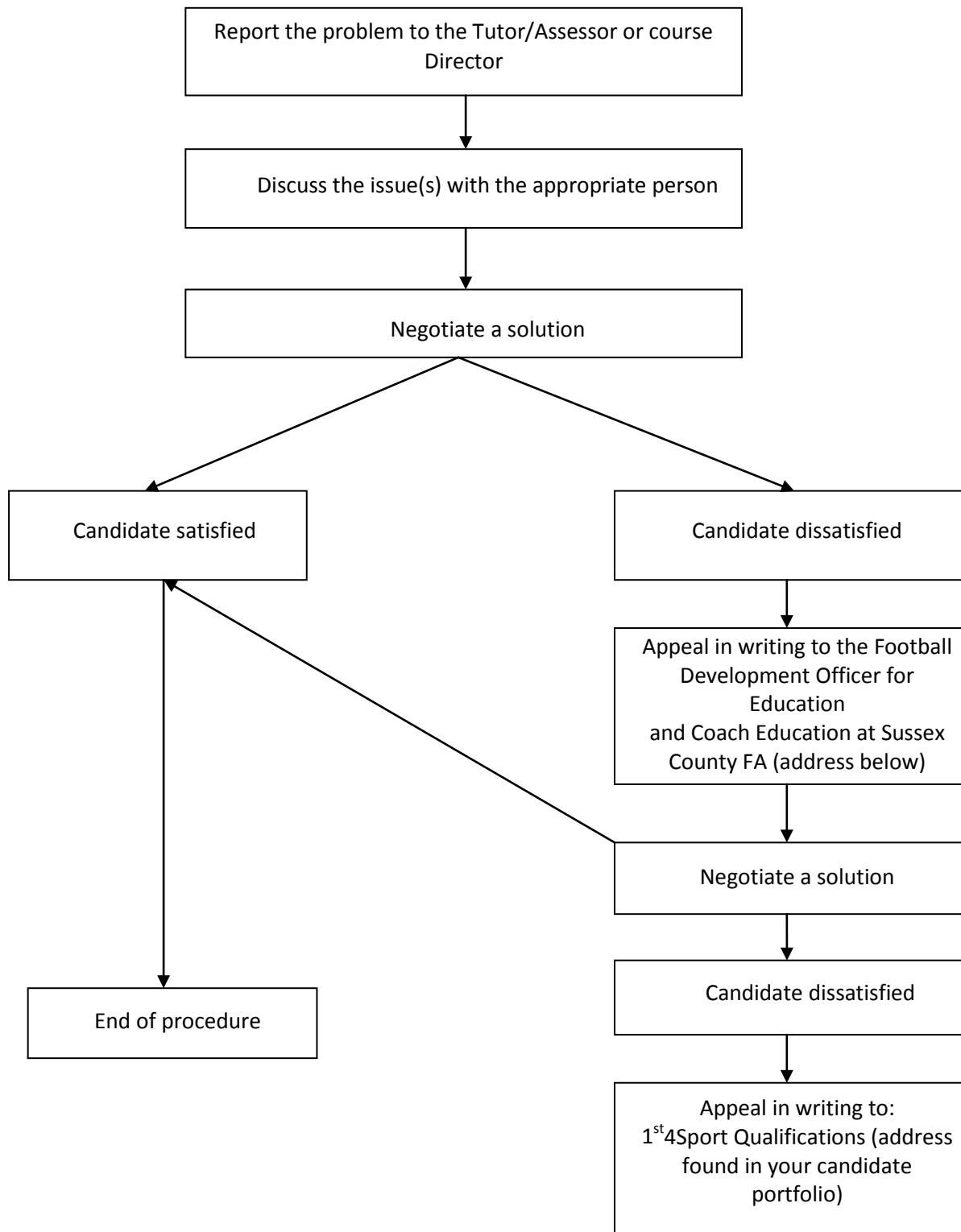
The Sussex County FA Approved Centre wishes to ensure that candidates who attend any course organised by the Centre can make their views known when things go wrong or when they are unhappy about the services received or facilities experienced. If this is the case, it is important to seek to resolve these problems in a satisfactory manner.

Established Policies and Procedures

In all circumstances, individuals and groups are positively encouraged to raise their concerns with the member(s) of staff as described within these procedures:

1. Report your complaint to the course Tutor. It is important that the course Tutor is then given the opportunity to resolve the complaint(s)
2. If there is no satisfactory response or outcome, please write to the Football Development Officer for Education and Coach Education, Sussex County FA, Culver Road, Lancing, West Sussex. BN15 9AX within 28 days of the completion of the course explaining your concern(s) and the reasons for the continued dissatisfaction
3. The Sussex County FA will respond within ten working days of receiving a written letter of complaint. There will be occasions when it will take longer than ten days for the office to determine a resolution to the issue(s) raised. In the event that this happens, the Sussex County FA office will keep those raising the complaint informed of progress and next steps at each stage of the process.

Appeals Procedure for Level 1 and Level 2 Certificate in Coaching Football



Appeals should be received within 28 days of the course assessment

Sussex County FA, Culver Road, Lancing, West Sussex. BN15 9AX

Level 2 Certificate in Coaching Football

THE CANDIDATES RESPONSIBILITIES

What is expected of candidates on FA courses?

- Prepare adequately for the programme of study with appropriate dress/footwear
- Attend all course days/dates booked
- Attend all sessions regularly and punctually
- Contribute positively to all learning activities
- Complete work set within agreed deadlines
- Take reasonable care for health and safety of yourself and others
- Display respect and consideration for all course members and staff
- Commitment needed towards:
 - Learning goals
 - Completion of the programme
 - Equal opportunities
 - Development of a portfolio of evidence