



## **Learner Complaints Procedure for FA Education Courses**

Should learners wish to complain about any services provided by England Football Learning (previously known as FA Education) they are advised to follow the procedure stated below.

It is ultimately the responsibility of the Head of the Centre, to ensure that this procedure is published and accessible to all personnel, learners and any relevant third parties.

### **Outcome 1**

An informal complaint can be made to the learner 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. Learners should voice their complaint within 28 days of the course/programme or any assessment with which they are dissatisfied.

### **Outcome 2**

If the complaint cannot be resolved informally to the satisfaction of the learner, or if the learner feels that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing using the Learner Complaints Form to England Football Learning within 28 days of the course/programme or assessment. Learners should use the complaint form to provide a detailed account of their grievance. The England Football Learning Team will write to the learner to acknowledge receipt of the complaint within 14 days and outline the course of action to be taken. The England Football Learning Team will commission an investigation, which will involve the relevant person and other members of personnel, and will write to the learner within 30 working days with [his/her] findings and a decision as to whether the complaint was justified.

All Stage 2 complaints should be sent to:

**Professional Development Team**

FA Education, St George's Park, Newborough Road, Needwood, Burton – upon – Trent, DE13 9PD  
or [FAEcomplaints@thefa.com](mailto:FAEcomplaints@thefa.com)



## Learner Complaint Form

### Stage 1

Before completing this form, learners are advised to follow Stage 1 of the complaints procedure and initially try to rectify the issue prior to submitting a formal complaint.

### Stage 2

Learners are required to complete this form and forward it to the FA Education Professional Development Team.

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 is necessary.

Signature of complainant:		Date:	
---------------------------	--	-------	--

Please return this form to: FA Education Professional Development Team, FA Learning, St George's Park, Newborough Road, Needwood, Burton – upon – Trent, DE13 9PD