

## **Grievance Procedure**

In the event of a candidate having a grievance against the Dorset County Football Association Limited as an approved 1st4sport Centre, or an employee of that Centre, then in the first instance the grievance should be made in writing to the Dorset County Football Association Limited.

If the initial outcome is unsatisfactory then an outline of the grievance should be forwarded to the Chief Executive of the Association in an envelope marked Confidential, stating the nature of the grievance, the candidate's full name and the title of the course that they are undertaking.

The grievance shall be investigated by the Chief Executive; and if required an Appeals Board of the Dorset County Football Association Limited chaired by either the Chairman or Vice Chairman of the Association.

Following the investigation, the findings shall be reported to the person lodging the grievance in writing within seven days of the investigation being complete.

If the candidate is not satisfied with the outcome of the investigation, 1st4sport Qualifications will consider an appeal when the grievance is considered to affect aspects of the quality of the outcome of the qualification and/or centre approved criteria which fall within the responsibility of 1st4sport Qualifications. For qualifications administered by The FA, FA Learning will consider such appeals.