FA Learning Candidate Complaints Procedure

**Complaints Procedure**

In the event of a candidate having a grievance with the Leicestershire and Rutland County FA, or an employee of the Leicestershire and Rutland County FA with regards to the delivery or training for the course leading to a qualification, the candidate should first contact the Course Director (tutor(s)) to air this grievance, if appropriate. This grievance needs to be logged with the County FA within a 14day period of completing the Course.

If the candidate is unable to gain satisfaction from this then an outline and rationale for the grievance should be forwarded to the Course Organiser (megan.selby@leicestershirefa.com) at the Leicestershire and Rutland County FA supported by the candidates full name, the course location and month/year of the course in question.

Following receipt of a grievance the Internal Verifiers or a member of County FA Staff will be asked to investigate the allegations, they may ask support from the External Verifier at this stage, the outcome of which will be presented to the Leicestershire and Rutland County FA Development Department and the following outcomes may result:

• Grievance justified: further investigation and an appropriate action plan developed. Candidate will receive an offer to re-take the course or receive a full refund.

• Grievance not justified - no action taken.

If the candidate is unhappy with the outcome of the appeal from the Leicestershire and Rutland County FA they are advised to follow the appeals procedure of 1st4sport Qualifications.