

Complaints refer to displeasure which a candidate 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 candidate wishes to challenge the decision of the Independent Assessor.

In the unlikely event that a course candidate 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 candidate or if the issue is one that cannot be taken up with the Course Tutor directly, the matter should be referred in writing to the Middlesex 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 2017