

Learner Complaints Reporting and Handling Procedure **8th March 2018**

Review Date: 8th March 2019

Learners wishing to complain must do so within 14 working days of the course/programme end date or any assessment with which they are dissatisfied.

It is ultimately the responsibility of the Head of the Centre, to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties. However, the Qualification Coordinators (QC) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

Should learners wish to complain about any services provided by Wiltshire County Football Association, they are advised to follow the procedure stated below.

In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by Wiltshire County Football Association, they may take their complaint to the *1st4sport Incidents and Investigations Manager*. Where a learner remains dissatisfied after the complaint outcomes have been confirmed by 1st4sport, they have a right to take the matter to the appropriate regulator¹.

Stage 1

An informal complaint can be made to the learner's 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.

Stage 2

If the complaint cannot be resolved informally to the satisfaction of learners, or if learners feel that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing using the Wiltshire County Football Association Learner Complaints Form to the Coach Education Administrator, Wiltshire County Football Association.

Learners should use the Complaints Form to provide a detailed account of their grievance. The Complaints Officer will write to learners to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken.

The Complaints Officer will carry out an investigation, which will involve the relevant Qualification Coordinator (where required) and other members of personnel, and will write to the learner within 20 working days with the findings and a decision as to whether the complaint was justified.

¹ Office of Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum Examinations and Assessment (CCEA) in Northern Ireland, The Welsh Government in Wales and Scottish Qualifications Authority (SQA) Accreditation in Scotland.

All Stage 2 complaints should be sent to:

The Complaints Officer

Coach Education Administrator

Unit 2/3 Dorcan Village,
Murdock Road,
Dorcan,
Swindon,
SN3 5HY

Learner Complaints Form

Learners are required to complete this form when making a complaint and forward it to the Complaints Officer.

Learner's 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 if necessary	

Learner's signature		Date	
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Please return this form to:

Coach Education Administrator
Wiltshire County Football Association

Unit 2/3 Dorcan Village,
Murdock Road,
Dorcan,
Swindon,
SN3 5HY

Stage 3

If learners have followed Stage 1 and/or 2 of the complaints procedure and are still dissatisfied with the outcome, they have the right to take their complaint to the awarding organisation (1st4sport Qualifications) within 20 working days of the decision being communicated to them by the recognised centre.

The 1st4sport procedure for Learner Complaints against Recognised Centre Services can be accessed online via www.1st4sportqualifications.com

On the home page, learners should click on 'Learner information' and 'customer service'.

All Stage 3 complaints should be sent to:	
Address:	FAO: Incidents and Investigations Manager 1st4sport Qualifications Coachwise Ltd, Chelsea Close Off Amberley Road Leeds LS12 4HP
Email:	IManagement@1st4sportqualifications.com

Stage 4

If learners have followed Stage 1, 2 and 3 of this complaints procedure and are still dissatisfied with the outcome, they have the right to take their appeal to the appropriate regulator:

Ofqual	http://ofqual.gov.uk/	The Welsh Government	http://wales.gov.uk/
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CCEA	http://www.rewardinglearning.org.uk/	SQA Accreditation	http://www.sqa.org.uk/
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Stage 5 (For Recognised Centres which are or deliver to local authorities, colleges, universities or prisons in Scotland only)

The final stage for complaints about public services in Scotland should be referred to the Scottish Public Services Ombudsman (SPSO). The SPSO deal with complaints about councils, the National Health Service, housing associations, most water and sewerage providers, the Scottish Government and its agencies and departments, colleges and universities, prisons, and most Scottish public bodies.

The SPSO normally look at complaints after they have been through the formal complaints process of the organisation concerned.

If learners have followed Stage 1, 2, 3 and 4 of this complaints procedure and are still dissatisfied with the outcome, they may have the right to take their complaint to the Scottish Public Services Ombudsman (SPSO) <http://www.spsso.org.uk/>