

Learner Complaints Procedure

If you have a complaint about your course, our customer service or the behavior or performance of an employee or fellow learner then you should follow the stages below in an attempt to seek a satisfactory resolution of your complaint.

Stage 1

We would suggest that you make an informal complaint to your tutor or Centre Manager. Your Tutor/Centre manager will then discuss the complaint with you and attempt to agree a way forward or a solution that is acceptable to both parties. You may have to allow your Tutor/Centre Manager sufficient time to investigate or remedy your grievance and they will agree timescales to speak to you again about it. At the end of this time and following further discussions or actions we hope that an amicable solution will have been found to your concerns. If it has not been resolved you are encouraged to progress to stage 2. If this is an FA Course we may need to pass on the information to the relevant department.

Stage 2

If the initial complaint cannot be resolved informally via stage 1 process, or if you do not consider it appropriate to discuss the issue informally, the complaint should be submitted in writing to the Course Centre key contact or other identified person in authority.

Formal written complaints should be made to;

Nichola Trigg, Chief Executive Officer, Worcestershire Football Association, County Sports Ground, Claines Lane, Worcester, WR3 7SS Telephone 01905 827137 ext 201 or email nichola.trigg@worcestershirefa.com

In your written complaint you are encouraged to give a detailed account of your grievance and provide copies of appropriate supporting documentation if required. Full details at an early stage will assist our prompt investigation. We will acknowledge in writing all written complaints within 5 working days and outline the course of action that we will be taking. We will carry out an investigation of your complaint and write to you within one calendar month with our findings and a decision as to whether your complaint is justified/supported and a summary of what action we propose to resolve the issue, if required. If this is an FA Course we may need to pass on the information to the relevant department.

We are required to retain records of all complaints for a minimum period of two years.

Learner Appeals Procedure

If you wish to appeal against the outcome of an assessment conducted by an assessor employed or contracted by the Worcestershire Football Association you must do so within 14 days of receiving the assessment decision and are advised to keep copies of all the documents relating to the assessment against which you are appealing. If this is referring to an FA course then the relevant department may need a copy of all documents concerned, The FA may need to be involved in the process.

Stage 1

Your first line of appeal should be to the assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although you are recommended to put the appeal in writing, within 14 days of the assessment. Your assessor may choose to explain to your satisfaction their rationale for the decision that is being disputed. On receipt of an appeal your assessor is required to record an overview of the appeal and record the outcome of the discussion for our records. The record will be kept by us with the Course Centre assessment records should it be required for further investigation. If after making your appeal via this process you are still unhappy with the outcome you should progress to stage 2. . If this is an FA Course we may need to pass on the information to the relevant department.

Stage 2

If you are still dissatisfied with the assessment decision and wish to challenge the outcome of stage 1, then you should put your appeal in writing within 14 days of the Stage 1 process, to the person identified below;

Formal written appeals should be made to;

Nichola Trigg, Chief Executive Officer, Worcestershire Football Association, County Sports Ground, Claines Lane Worcester WR3 7SS Telephone 01905 827137 ext 201 or email nichola.trigg@worcestershirefa.com

In your written appeal you are encouraged to give a detailed account of your grievance and provide copies of appropriate supporting documentation if required. Full details at an early stage will assist our prompt investigation.

You should provide as much information as possible regarding the disputed assessment decision including;

The date and nature of assessment (i.e. observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)

The name of the tutor/assessor involved, brief outline of the reason for appeal

Any associated documents (i.e. learner evidence, record of feedback from the tutor/assessor involved)

The names of other people or other learners whose evidence/witness you might wish to refer to.

We will acknowledge receipt of your appeal within 5 working days and thereafter nominate Worcestershire Football Association's Chairperson to review or reassess your work or performance against the criteria for the qualification and give a considered judgment on the appeal. The judgment will be recorded and kept as part of the Course Centre records. The FA may need to be involved in the decision making if this refers to an FA course.

Following that review and within 10 working days of receipt of the appeal, we will inform you in writing of the outcome, which is likely to be one of the following;

1. Uphold the original assessment decision
2. Offer you an opportunity to re-sit or be reassessed
3. Overturn the original decision

In appeals against the outcomes of practical assessments, because of the nature of the evidence you present at the time, it is highly likely that the outcome will be number 2 in the above list.

Copies of records of appeals will be maintained by our key contacts, retention with other assessment records for review by Worcestershire Football Association Chairperson.

Thank you