

Complaints Policy

Anyone wishing to complain must do so within 14 working days of the course/qualification/programme end date or any assessment with which they are dissatisfied. If the complaint isn't related to a course/qualification or programme, then it must be within 3 months of the incident occurring.

It is ultimately the responsibility of the Head of the Centre, Kath Robinson, to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties. It is always accessible on the website. However, course/qualification/programme administrators are responsible for ensuring this information is fully understood by the learners who attend courses/qualifications/programmes.

The designated Complaints Officer is:
Kath Robinson Sport Structures, Suite 8, The Cloisters, 12 George Road, Edgbaston, Birmingham, B15 1NP Mobile: 07917 388 174 Email: Katherine.robinson@sportstructures.com

Learner complaints

Should learners wish to complain about any services provided by Sport Structures, 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 Sport Structures they may take their complaint to the *relevant awarding body*. Where a learner remains dissatisfied after the complaint outcomes have been confirmed by the awarding body, they have a right to take the matter to the appropriate regulator. Alternatively, they can contact the ESFA (see details below).

Any complaints must follow the below process:

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. If the complaint does not involve a learner or tutor/assessor, then any member of Sport Structures staff can receive the information and pass it onto the relevant member of staff that is being complained about. If it is a generic complaint, this will be passed to the designated complaints officer to deal with it.

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 Sport Structures Complaints Form to the Head of Centre, Kath Robinson, Sport Structures. The learner will need to request this form when making the complaint.

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

The Head of Centre will carry out an investigation, which will involve relevant personnel, and will write to the learner within 20 working days with the findings and a decision as to whether the complaint was justified.

All stage 2 complaints should be sent to Kath Robinson.

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 within 20 working days of the decision being communicated to them by the recognised centre;

- 1st4Sport Qualifications, Coachwise Limited, Chelsea Close, Off Amberley Road, Armley, Leeds. LS12 4HP. Contact number: 0113 290 7610.
- City & Guilds, 1 Giltspur Street, London, UK, EC1A 9DD. Contact number: +44 (0) 207 294 2468.
- British Computer Society (BCS), 1st Floor, The Davidson Building, 5 Southampton Street, London, WC2E 7HA. Contact number: 01793 417666.
- Active IQ, Dryden House, St John's Street, Huntington, PE29 3NU. Contact number: 01480 467950.
- Oxford, Cambridge and RSA (OCR), The Triangle Building, Shaftesbury Road, Cambridge, CB2 8EA. Contact number: +44 (0) 1223 553998.

If the matter doesn't relate to an awarding body, and should a complaint still be unresolved by Sport Structures, then the complainant can refer to:

Customer Service Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT or by e-mail to complaints.esfa@education.gov.uk (In respect of further education provision within 12 months of getting a decision from us)

The ESFA will appoint an officer with appropriate knowledge and expertise to investigate the complaint. If they agree to investigate they will e-mail a summary of the complaint to you and may ask you to agree to the summary. Where this happens, you will have 5 days to respond. Within 10 working days of agreeing the summary, they will send the information that you have provided along with the summary of the complaint to us. They will ask us to share with them the following:

Details and copies of the relevant procedure

Confirmation that the procedure has been exhausted

A response of the summary of the complaint, together with relevant documents

Confirmation that they can share the information provided from us with the complainant.

The ESFA will aim to finalise the findings within 25 days of the complaint summary being agreed and they will notify you of the outcome and findings, and that will conclude the investigation.

If you are not satisfied with the way the ESFA have handled your complaint you can complete a complaint form to issue a formal complaint about the ESFA.

Complaints Form

The complaint form to be completed for stage 2 should be requested from Sport Structures when the complaint is to be made.