

Complaints Policy and Customer Service Pledge

Introduction

1st4sport Qualifications is part of the UK Coaching group, where our company values are We Collaborate, We Coach, We Care and We Champion Innovation. As such, we set high expectations when it comes to the standard of service and quality of products we provide to our customers. We also regularly review our standards considering feedback from a wide variety of stakeholders; including centres, regulators, development partners, external quality assurers, our people, and, of course, our learners.

We are confident of providing a high-quality services and products and would be disappointed if there were occasions on which you felt this was not the case. It is important, therefore, that should you feel you have encountered a level of service or standard of product that is below your expectations, you raise any concerns you may have with us immediately so that we may address them without delay and consider the implementation of appropriate changes.

What is not a complaint?

This process is not to be used to address appeals regarding assessment or any other decision covered by our Appeals Policy. Should a complaint be submitted which is in fact an enquiry or an appeal, we will respond to inform the relevant party that the issue is being considered in accordance with our Appeals Policy.

If you are unhappy about the way an examination or assessment was conducted, or you suspect malpractice or maladministration may have occurred, you should notify 1st4sport as soon as possible in accordance with the guidance set out in our Malpractice and Maladministration policy.

Complaints Process if you are a 1st4sport Customer:

Our Customer Care team is on hand to take your call or deal with your email enquiry between 10am-1pm and 2pm to 5pm Monday-Thursday, and on Fridays between 10am-1pm and 2pm to 4:30pm.

You can call us on 0113-290 7610 or email cst@1st4sportqualifications where our team will endeavour to:

- Respond to all enquiries we receive (telephone or email) within two working days.
- Do our best to resolve any issues your raise immediately, or within as short a period of time as possible.
- Ensure we deal with you in a respectful, friendly and supportive way at all times.
- Listen to and respond positively to your feedback.

If you feel we have been unable to help resolve your issue within an acceptable timeframe, we encourage you to follow this process:

Step 1

The initial aim for all complaints should be to try to resolve any problem informally at the earliest opportunity. This may include the complainant speaking to the person who dealt with the issue at the outset if they feel comfortable doing so.

If the complaint directly relates to a service or product provided by 1st4sport, the complainant should request contact with the Senior Customer Care Manager in the first instance, to see if an informal resolution can be found prior to raising a formal complaint.

Step 2

If this is not possible, or if you are not satisfied with the help provided, please send a written complaint to us with the following details to cst@1st4sportqualifications.com

Details required

- your full name and contact details (including a daytime telephone number and email address)
- a full description of your complaint (including the subject matter plus dates, times and any reference numbers if known)
- names of the people you have dealt with so far, and
- copies of any documents or letters connected with the complaint.

Unless there are exceptional circumstances, a complaint should normally be made within 20 working days of the event you are complaining about.

Step 3

The complaint details and evidence are evaluated, and an investigation is conducted by the relevant Senior Customer Care manager. Acknowledgement will be sent to you within five working days of receipt.

Step 4

On completion of any investigation, a response will be made to you by the Senior Customer Care Manager, and any recommendations and remedial actions identified and taken where appropriate.

If you have a complaint about a recognised centres/provider's service/practice

Learners and/or apprentices who wish to complain about a level of service or product provided by the centre at which they have undertaken an 1st4sport qualification or apprenticeship programme must have exhausted their centre's own complaints process before bringing the complaint to 1st4sport. However, learners and/or apprentices can make the complaint directly to 1st4sport in exceptional circumstances where they feel there was a significant breach of our procedures or published requirements by the centre. 1st4sport reserves the right to refer a complaint back to the relevant centre for initial consideration.

Step 1

Please send a written complaint to 1st4sport at centreservices@1st4sportqualifications.com containing the following information:

- your full name and contact details (including a daytime telephone number and email address):
- a full description of your complaint (including the subject matter plus dates, times and any reference numbers if known)
- names of the people you have dealt with so far, and
- copies of any documents or letters connected with the complaint.

Unless there are exceptional circumstances, a complaint should normally be made within 20 working days of the event you are complaining about.

Step 2

The complaint details and evidence are evaluated, and an investigation is conducted by the relevant function manager. Acknowledgement will be sent to you within five working days of receipt.

Step 3

On completion of any investigation, a response will be made to you, and any recommendations and remedial actions identified taken where appropriate. Updates will be provided to all you every 25 working days until any outcomes are decided.

Step 4

If you are satisfied with the outcomes, no further action will be taken.

Step 5

If you are dissatisfied with the outcomes, then you can make an appeal against the 1st4sport decision as detailed in Appeals Policy.

Complaints brought to our attention by the regulators (Ofqual, CCEA or Qualifications Wales)

Where the regulators notify us about failures that have been discovered in the assessment process or other activities of another awarding organisation, these will be reviewed in the same manner as other external complaints in accordance with the procedures below, to ascertain if the same issue could affect 1st4sport qualifications.